



How to Do Centralized Barracks Management (CBM)

Fort Hood's Experiences with Implementing CBM

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Jill Hodges

jill.hodges@us.army.mil

US Army Garrison
Directorate of Public Works
CBM Branch, Housing Division
Attn: IMSW-HOD-PWH
Fort Hood, TX 76544

<http://www.dpw.hood.army.mil>

Fort Hood's CBM motto is: RACKET: "Rooms Assigned Clean and Kept Every Time."

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1.0 Introduction

1.1 Purpose

The purpose of this document is to provide “lessons learned” and experiences with implementing the Army’s Centralized Barracks Management program at the Directorate of Public Works (DPW), Fort Hood, Texas.

1.2 CBM Background/Overview

Centralized Barracks Management (CBM) is the Department of the Army’s program that transfers the responsibility of the day-to-day operations of the barracks from the assigned units to the garrison staff. It frees Army leadership from the daily duties of managing the barracks and allows them to concentrate more on their mission. CBM will standardize the management of the barracks Army wide. CBM operation is analogous to property management/apartment management; the CBM team duties include: assignment/termination of rooms, key management, collecting for damages beyond non-fair wear and tear and increasing accountability, reporting occupancy rates/barracks utilization reports, and identifying, tracking, and ordering requirements for maintenance (service orders and between-occupancy maintenance).

CBM Goals include:

- Improve the quality of life for single Soldiers
- Improve barracks utilization rate
- Reduce number of Soldiers needlessly collecting Basic Allowance for Housing (BAH)
- Manage vacant barracks spaces during deployments
- Reduce maintenance response time
- Reduce damage to building and furnishings by holding individual Soldiers accountable
- Extend the life of furnishing/renovations
- Act as an extension (*not a replacement*) of the chain of command

1.3 Benefits

Although improving the quality of life of single Soldiers is the primary benefit, implementing a CBM program will save money by:

- Extending the life of barracks furnishing by 15%
- Extending the life cycle for whole-barracks modernization by 5%
- Reduction in BAH payments by 10%

The practice of holding Soldiers financially accountable for non-fair wear and tear damage to the facility and furnishing has two effects... it reduces the incidents of damage, and it provides funds for the replacement/repair.

The performance of minor “self help” maintenance and the creation of a “between-occupancy” maintenance program help to extend the life cycle of the facilities. This lengthens the period between whole-barracks modernization.

CBM Managers can typically maintain very high barracks utilization rates, therefore reducing the requirement to send Soldiers off the installation and collect BAH.

Fort Hood has just started a long-term data collection program designed to validate the assumptions given above.

	Existing	Factor	Savings
Furnishing Replacement Plan	\$ 4,000	15%	\$ 600
Facility Modernization	\$ 5,000	5%	\$ 250
BAH Payments	\$ 49,000	10%	\$ 4,900

Using the conservative estimates above, implementing the CBM program at Fort Hood yields a saving to the installation of \$850k/year and yields a savings of almost \$5m/year for the Army due to reduction in BAH payments.

2.0 Fort Hood's CBM program

2.1 Army's Holistic Barracks Strategy

In January 2005, the Secretary of the Army approved a Holistic Barracks Strategy directing CBM and a focused sustainment program at an estimated cost of \$260 million per year starting in FY06. It is anticipated that HQDA will soon direct that installations adopt a CBM program.

2.2 Pilot Program

Before the strategy was approved, Fort Hood implemented CBM in support of the 4th Infantry Division (4ID) mobilization in October 2004. The pilot program was managed by 1 civil servant and 12 contract employees overseeing 6,548 spaces (approximately 1/3 of the total Fort Hood barracks spaces).

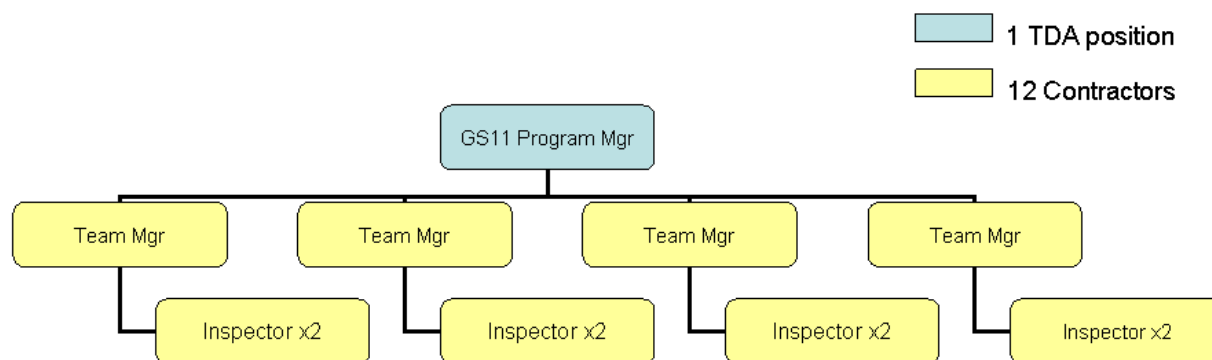


Figure 1 - Original Staffing

In October of 2005, the operational control of the CBM program was transferred from the Master Planning Division to the Housing Division.

On September 24, 2006, ACSIM provided \$2.6 million to expand CBM to the rest of Fort Hood. The total number of barracks spaces under CBM will be 13,620 when expansion is complete.

3.0 How to do CBM

3.1 Planning Assumptions

Fort Hood used the following planning assumptions during development of the CBM program:

- No civilian authorizations were available
- Teams should be located with customers (walking distance, not centrally located)
- On-site management staff during the duty day
- Night crew/on-call staff for near 24x7 operation
- CBM maintains the key management responsibilities but provides Army leaders access to rooms for health and welfare inspections
- Establish higher standards for cleanliness/maintenance
- Each CBM team has its own custodial/laborer personnel to quickly handle cleaning requirements.
- CBM in-house maintenance personnel to perform neglected “self help” and to provide timely “between-occupant” maintenance.

3.2 Determining the Scope

The scope of the CBM program may vary by installation. We chose to include only permanent party barracks in our CBM program. This means that our CBM program does not include:

- Transient barracks used by our 21st Replacement Company
- Barracks used by 650ASG for “medical hold” personnel
- Training barracks used by National Guard/Reserves at North Fort Hood
- Temporary barracks used by non-Fort Hood units for Mobilization/Demobilization

Other DPW organizations still play a vital role in the CBM program. The following is a listing of the current areas of responsibility with the other DPW organizations:

- Service orders for barracks rooms – Maintenance Div
- Mobilization, deployment planning – Master Planning
- Property/Furnishings Management – Real Property
- Statements of Non Availability – Real Property (soon CBM)

See Appendix 8.8 for a list of repair items that are considered self-help

Other key factors to consider when developing a CBM program:

- Hours of operation (we're open 5 days a week, 7am -5pm)
- Weekends and After-hours (we have a second shift for 4pm – 9pm and are on call thereafter for a 24 x7 operation)

See Section 5 for a “Day in the life of a CBM Manager”

3.3 Internal Policy changes

Installations setting up a CBM should be aware that some current policies may need to be changed. Fort Hood had to revise the following policies:

- Approval Authority for Issuing Certificates of Non-availability
- Calculation of the Occupancy Rate
- Housing Geographical Bachelors
- Single Soldiers Living Standards Policy
- Accountability for Damages Policy

Changing policies letters may require briefings, staffing of drafts, etc. *Remember to consider the time it takes to get policy letters approved in your implementation schedule.*

It is very important that these changes be communicated to the Battalion Commanders and the Battalion CSMs. *See Appendix 8.4 for a copy of Fort Hood's current policy letters.*

3.4 Contracting Mechanism

Fort Hood CBM relies very heavily on contracted services. Installations can use any contracting agency they choose. However, Fort Hood has chosen to go with a "franchise fund" contract through the Dept of Treasury, called FedSource. The initial decision was based, in part, upon the requirement to obligate \$2.6m within 7 days of the end of the fiscal year.

Fort Hood is also perusing a traditional IDIQ contract through the local contracting command as a potential replacement for FedSource. The decision to use this traditional contract or FedSource will be dependent upon the outcome of the contract bids.

Some advantages and disadvantages to using a FedSource contract include:

Advantages:

- FedSource negotiates, administers and maintains the contracts for the client organization
- No local contracting duties (KO and COR are the responsibility of FedSource)
- Faster response time (typical new service requirement can be met within 4-5 weeks)
- Reasonable end-of-year cut off for contract actions (as apposed to local contracting command)
- Multiple award IDIQ-style contracts provides flexibility
- Requires fewer contracting skills at the client organization to receive FedSource services

Disadvantages:

- Requires "off loading" approval to use non-DoD contract
- Local contracting command typically takes 12-18 months to complete a new contract
- Client organization is responsible for FedSource 6% overhead (which otherwise would have been a funded cost of the local contracting command)
- Recent events at FedSource have brought their reliability/responsiveness into question

3.5 Resources

You should consider the following resource areas when implementing a CBM program:

3.5.1 Staffing

Fort Hood staffed the CBM Team with a combination of Department of Army civilians and contract employees. The following “planning factors” were used to determine the staffing requirements:

- 1300 spaces / CBM Team
- 4 positions / Team
 - 1 Manager
 - 2 Inspectors
 - 1 Custodian/Laborer
- Night Crew
 - 1 Part Time Manager
 - 2 Part Time Inspectors
- Office staff
 - 1 CBM Chief
 - 1 Admin/IT
- Area Managers (1 per MSC or 5000 spaces)
- 1 Maintenance Manager
 - 1 Maintenance Mechanic / Team

During the planning process, we recognized the need for additional maintenance staff. Soldiers were, in general, not performing the maintenance items typically considered “self help”, and the existing DPW Maintenance Division staff was not sufficiently resourced to take on any additional workload.

Given the number of barracks spaces and the size of Fort Hood, we decided to have several offices within walking distance of the barracks to give easier access to Soldiers who may not have transportation. This concept provides better customer service than having one office in a central location.

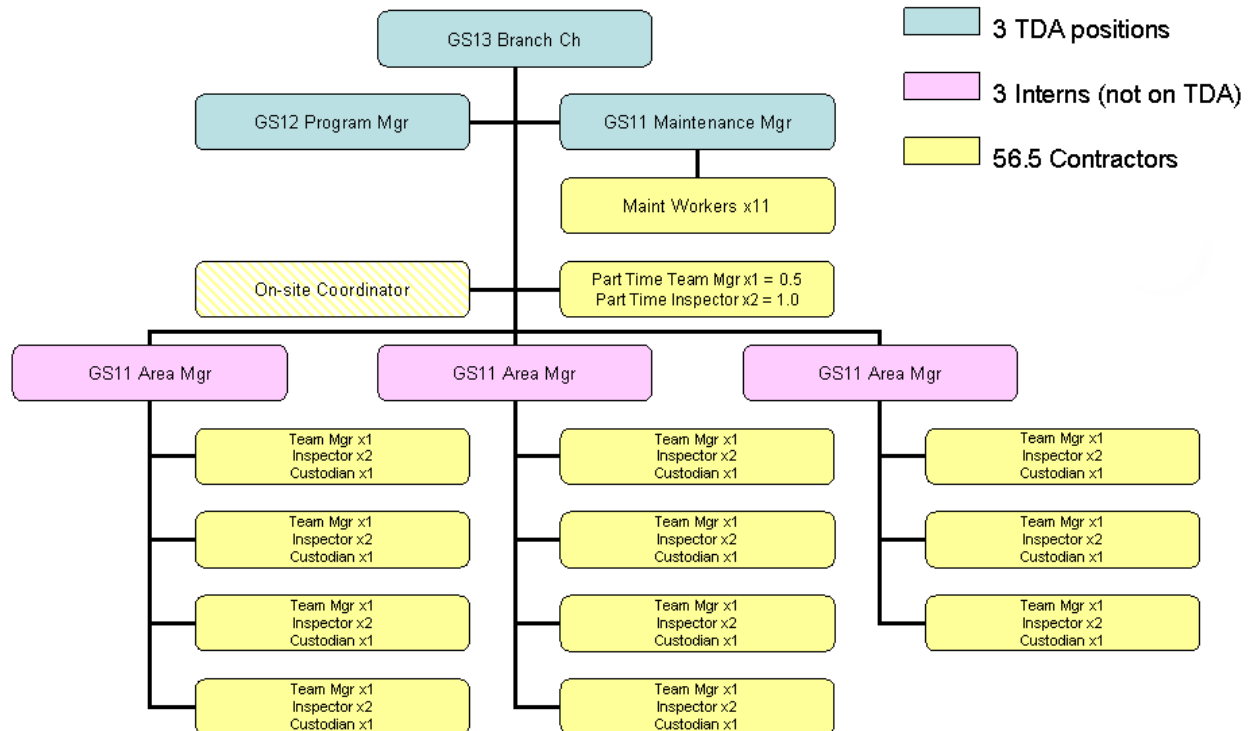


Figure 2 - Current Staffing

Using the planning factors above, we determined a need for 3 Area Managers and 11 Teams (includes a team manager, two inspectors, and a custodian/laborer). Along with the 11 teams of four contract employees, the CBM Branch also has a maintenance team of 1 civil servant maintenance manager (GS-11) and 11 contract maintenance technicians and a night crew of 3 contract employees. Also in the organizational chart is the management staff, consisting of a CBM Branch Chief (GS-13), a CBM Program Manager (GS-12), and 3 Area Managers (GS-11). The contractor also has an on-site representative who is responsible for the hiring and firing process, employee pay issues, etc. (this position is a part of the Vendor's overhead and is not considered a CBM asset). *The job descriptions of the staff are at Appendix 8.1.*

The Housing Division TDA does not currently reflect the 3 intern positions for CBM. Efforts are underway to add these new authorizations and to recover the 3 existing authorizations that were "taken out of hide" from elsewhere in the DPW.

3.5.2 Equipment/Supplies

The following CBM personnel generally have a requirement for transportation

- Team Manager (general use)
- After-Hours Team (to respond to after-hours customers)
- Maintenance staff (materials/supplies)

These requirements could be satisfied by use of GSA (or organic DPW) vehicles, however we chose to include a mileage reimbursement through our contract with FedSource. This equates to approximately 100 miles per month per person, or about \$29k/year.

The requirement for office supplies for establishing 11 new CBM Teams is initially high... about \$30k (one-time cost) and will be approximately \$20k annually thereafter.

Practically all CBM employees have a requirement for a cell phone/radio. We chose to include the cost of providing the cell phones in the FedSource contract. To reduce cost, some phones just have the "walkie talkie" feature.

CBM teams need at least 2 computers for both normal administrative functions and to operate the HOMES system.

Two electric carts per team are also needed to travel between team offices and barracks rooms.

3.5.3 Facilities

The facility requirement for the CBM teams is rather modest... typically 800-1000 SF. The CBM teams need a building with at least:

- Room for 3 office areas
- Customer area / counter
- Secure storage for keys
- Bulk storage for supplies

Currently, most of the CBM team offices are in unused barracks day rooms. There are few teams that utilize diverted barrack rooms. Office furniture was essentially scrounged from various sources. There were no significant costs associated with providing office furniture.

One of the largest challenges was the installation of phone and LAN support for the CBM teams. Many of the barracks buildings did not have sufficient LAN capability (or no LAN cabling at all). Work requests through the local Directorate of Information Management (DOIM) were submitted for installation of additional phone and LAN lines. Completion time for a typical DOIM work request that requires the installation of buried fiber optic cable is 3-4 months and cost \$7,000 per building. *So, make sure you include this in the budget and schedule for your implementation.*

Team offices are designed to be available to walk-in customers... however, parking for both customers and internal use should be considered. At Fort Hood, we designed 5 parking spaces in the adjacent parking lot for CBM use. Parking/Storage for recharging the electric cart should also be considered.

3.5.4 Funding

The CBM branch's FY07 funding is as follows:

ACCT	ACCT_TYPE	Description	COE	RQMT
RPS	UPH	CIVILIAN PAY	CIVILIAN PAY	\$ 527.4
RPS	UPH	AUTOMATION SUPPORT	CONTRACTS	\$ 50.0
RPS	UPH	CONTRACT LABOR	CONTRACTS	\$ 2,600.0
RPS	UPH	ADMIN FURNISHINGS	EQUIPMENT PURCHASE	\$ 50.0
RPS	UPH	EQUIPMENT PURCHASE	EQUIPMENT PURCHASE	\$ 110.0
RPS	UPH	PRINTING/COPIER	PRINTING	\$ 45.0
RPS	UPH	EQUIPMENT RENTAL/LEASE	SUPPLIES	\$ 22.5
RPS	UPH	SUPPLIES/SVCs	SUPPLIES	\$ 180.0
RPS	UPH	GSA VEHICLES	TDY/GSA VEH/TRANSPORTATION	\$ 30.0
RPS	UPH	CELL PHONES	UTILITIES/CELL PHONES/LAND LEASES	\$ 2.2
TOTAL				\$ 3,617.1

Figure 3 - CBM Branch Funding

An annual budget of \$3.6m divided by 13,620 barracks spaces equates to a CBM program cost of approximately \$266 per barracks space per year.

The line item for “Supplies/Svcs” (\$180k) includes credit card services for performing services that are outside the capacity of the CBM teams. The breakdown of the \$2.6m on the “Contract Labor” line item (for FedSource) is shown below:

UPH ORGANIZATION, FEDSOURCE SUPPORT							
Title	Wage Equivalency	Pay Rate	Bill Rate	Quantity	Hours	Annual Cost	Mileage
Housing Manager Assistant (Program Manager)	GS11 Step 01	\$ -	\$ 30.54	0	0	\$ -	provided by AmerTech
After Hours Manager	Current FedSource Cost	\$ -	\$ 33.01	0.5	1200	\$ 39,612.00	* part time
After Hours Inspector	Current FedSource Cost	\$ -	\$ 22.80	1	2400	\$ 54,720.00	* part time x2
IT Specialist	FedSource Cost History	\$ -	\$ 35.22	0	0	\$ -	not needed
Laborer	DOL Wage Rate	\$ -	\$ 16.38	0	0	\$ -	combined with custodian
Management Assistant	GS07 Step 01	\$ -	\$ 25.50	1	1920	\$ 48,960.00	for Robert
Housing Manager	GS10 Step 01	\$ -	\$ 34.32	1	1920	\$ 65,894.40	* reduced by 1
Housing Manager	GS11 Step 01	\$ -	\$ 37.37	0	0	\$ -	* hold for GS
Housing Team Manager	Current FedSource Cost	\$ -	\$ 29.50	11	21120	\$ 623,040.00	*
Housing Inspector	Current FedSource Cost	\$ -	\$ 22.10	22	42240	\$ 933,504.00	2 inspectors per team
Maintenance Worker (General)	Current FedSource Cost	\$ -	\$ 22.64	11	21120	\$ 478,156.80	*
Custodian	DOL Wage Rate	\$ -	\$ 16.38	11	21120	\$ 345,945.60	1 custodian/labor per team
						\$ 2,589,832.80	
POV Mileage Reimbursement	100 miles per person per month		\$ 0.45	29,400		\$ 13,083.00	only rows with *
Cell Phones	\$515 per phone per year		\$ 545.90	12		\$ 6,550.80	Area Mgrs + Team Mgrs
2-way Radio	\$25.00 per unit		\$ 26.50	22		\$ 583.00	Inspectors
TDY/Training						\$ 10,000.00	
Overtime/ Housing Team Manager						\$ 15,000.00	
Overtime/ Housing Inspector						\$ 10,000.00	
Total				58.5		\$ 2,645,049.60	
240 days x 8 hr = 1920 for full time 1200 hrs for part time							

Figure 4 - FedSource Funding breakdown

3.6 Communicating Results/Progress

Proper communication is a key success factor to any project... implementing CBM is no different. The CBM staff engaged the III Corps and Major Subordinate Commands CSMs early on in the process. There were several meetings and briefings to set the expectations and establish the implementation schedule.

Prior to “taking over” a barracks building, the CBM Area Manager and relevant Team Manager conduct a briefing of the mission commander for that facility. *See Appendix 8.7 for a sample of a commander's briefing.*

Fort Hood used its web site, newsletters, local newspaper, email distribution, etc to get the word out on the CBM program.

Internal communication is also important. For example, during implementation, we had to continuously update the work reception personnel with the contact information for facilities that had been taken over by CBM. The following organizations, which play a role in the overall CBM program, require continuous updates:

- Real Property – Mobilization planning
- Furnishing Management – furnishing warehouse / management
- Maintenance Division – Service order (for other than self help items)
- Engineering Division – Individual Job orders

Communicating the progress of the implementation plan is also important. Fort Hood prepared an implementation schedule Gantt chart that was shared with other interested parties. Below is an example:

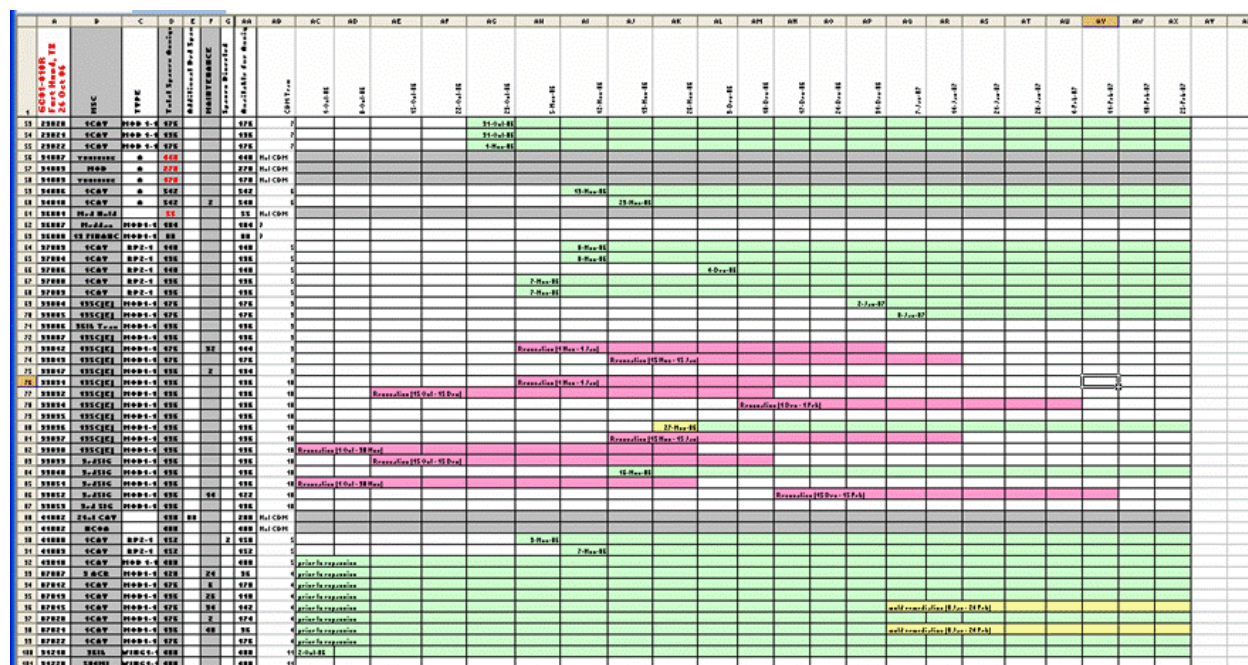


Figure 5 - Example Gantt Chart

To communicate CBM status and progress, a weekly CBM Update is prepared. *See Appendix 8.5 for a sample report.*

Fort Hood uses “Point of Service” surveys to obtain feedback on how well our customers think we are doing. These paper-based survey forms are collected and processed via a 3rd-party software package (Remark Office OMR, <http://www.gravic.com/remark/officeomr>) to track our overall customer satisfaction. The three surveys are:

- Assignment Process
- Termination Process
- Leader's Overall Satisfaction

We are also preparing to conduct a survey of all barracks residents using a survey by Educational Benchmarking Incorporated (EBI) similar to the survey instrument used under the Residential Communities Initiative Program. Plans are to conduct this survey in the spring, 2007. Results from this survey will be used to establish a customer satisfaction "benchmark" at the early stages of the CBM program and will be used to measure future progress. It is anticipated that this survey will be performed annually.

See Appendix 8.6 for a copy of these survey forms.

4.0 Anticipated pitfalls

Based upon our experiences, you may have a few leaders who are not convinced that CBM is a good thing. They may express the following concerns:

- Loss of unit integrity – Why can't I put my Soldiers where I want them

We attempt to maintain unit integrity at the brigade (and sometime battalion) level. However, our obligation to maintain at least 95% occupancy may result in a few "stray" Soldiers being temporarily assigned to rooms outside of the unit's "footprint". During the normal course of operations, we will move these "stray" Soldiers to their designated footprint when vacancies are available.

In the past, military units held several rooms vacant to account for fluctuations in unit strengths in order to maintain unit integrity. This policy led to unreported vacancies and excess BAH being paid to Soldiers to live on the economy.

- Key Control – Why can't I have a master key

Prior to implementing CBM, key control was out of control. We still temporarily issue master keys to leaders whenever asked (typically for health/welfare inspections). We also sign over the keys for a few "temporary rooms" to leaders for their use (typically for a temporary situation where a Soldier needs to be housed for disciplinary reasons). We are available 24x7 to let leaders into rooms.

After all, we're signed for the building, and therefore we get to decide who has keys and who doesn't.

- Lack of Information – I don't know where my Soldiers are

We provide a copy of the by-name listing of Soldiers to leaders. We prepare a "grid" report which is a graphical floor plan of the building with the names of each soldier printed in their assigned rooms.

5.0 Daily operations

The following are typical daily tasks performed by the CBM teams:

- Individual assignments/Mass assignments
- Individual terminations/Mass terminations
- Escorting DPW maintenance personnel
- Key management (plastic keycards and metal keys)
- Property Accountability & Collecting money for damages
- Barracks Utilization Report (BUR), End of Week statistics
- Maintain graphical assignment report (the “grid”)
- Clearing Soldiers through Central Clearance
- Coordinating and tracking maintenance requests
- HOMES Input
- Customer Feedback Survey Distribution and Collection

The after-hours crew (weekends and night) typically performs the following tasks:

- Lock outs
- Emergency access

A typical “Day in the life of a CBM Manager” is:

Time	Activities
0730-0830	Lockouts (3), Escorts (3), DD 139s (3), DD 1131s (cash vouchers), Work Orders (3), BUR, Grid, Assignment/termination, End of Week (EOW) Report, vacancy, Work Order (WO) log
0830-0930	Maintenance escorts (2), answer e-mails, cleaning rooms (1) BUR, Grid, Assignments/terminations (1)
0930-1030	Lost keys processing (2) DD 139s (2), file maintenance, walk footprint to identify deficiencies, cleaning rooms (1), pick up trash
1030-1130	Furniture request (1), Termination briefs (2), Assignment briefs (2), Maintenance escorts (1)
1130-1230	WO request and process (1), Termination processing (3), file maintenance, key maintenance
1230-1330	WO request and process (1), Termination processing (3), file maintenance, key maintenance
1330-1430	Furniture request (1), Termination briefs (1), Assignment briefs (1), Maintenance escorts (1)
1430-1530	Assignments, terminations (2) and cleaning rooms (1), file maintenance, key maintenance
1530-1630	WO request and process (2), key requests (3) EOW report, e-mails, filing, Soldier issues/w command
1630-1700	Weekly Report update, BUR and Grid update, Assignments/Terminations processing

See Appendix 8.5 for current Daily Operations SOP.

During a deployment/redeployment scenario, the CBM Teams perform mass assignments and terminations at all hours of the day/night. During our most recent redeployments, it was not unusual for a CBM Team to work 24 hours straight to meet 3-4 flights per day.

A typical mass assignment for a redeploying unit includes the following:

- Soldiers will be given a short briefing while on the bus.
- Soldiers will be separated by Battalion.
- Each Battalion will have 1 CBM Team Representative escorting their Soldiers to their designated building.
- The Soldiers in each Battalion will be given the opportunity to decide who their roommate will be (based upon the manifest provided 24 hours in advance)
- The Soldiers will be escorted up to their assigned room.
- The Soldiers will have room assignment documents on the beds, each document must be filled out properly- Application, Liability for Damages, & prewritten DA 2062, survey form.
- Each Soldier must take the filled out documents to the CBM Representatives designated area
- At this time, paperwork will be collected and the soldiers will be issued their assigned room key. In addition, each soldier will be given the following documents; current Command Policy, SSQ Move-In Inspection Sheet, and a New Soldier Brief Sheet

6.0 Collecting for damages

Fort Hood has established a process for assessing damages (for non-fair wear and tear), collecting damages from Soldiers, and having these collections deposited into a Fort Hood DPW account. From 1 Oct 06 to 15 Jan 07, CBM processed 300 charges for damages and collected \$12.6k.

6.1 Establish an Account

The first step in the process is to call the Department of the Treasury for a code for the installation. This will allow an account to be opened for CBM at a local bank. The installation's finance office will give accounting codes for the DD 139's. The installation finance office obtains these accounting codes from DFAS. Next, the Resource Management Office sets up classifications for structure/facility damage charges and another for damages to furniture, equipment, and cleaning.

6.2 Processing Statement of Charges

Process begins when the CBM team clears the room or when the damage/key loss is known. CBM team accepts a check or money order with a DD 1131 or fills out a DD 139 in order to have the charges deducted from Soldier's pay. The different codes for structure/facility damage charges and damages to furniture, equipment, and cleaning must be used. The CBM team lists all the DD 139s on a master list (serves as a record for CBM teams) and turns the DD 139s into the Division's finance office.

6.3 Budget Actions

CBM team obtains a verification of the processed DD 139s from the Finance office and sends copies of the DD 139s to the DPW RM office. Through the use of proper accounting codes on the DD 139s, the funds are placed in the DPW account. Funds from DFAS come as a lump sum and are difficult to reconcile with the DD 139s. This is a very slow process because DFAS sets priorities and UPH repairs are apparently considered a low priority.

6.4 Funds Transferred

Checks and money orders are deposited into an account at Fort Hood National Bank using a deposit slip and DD 1131. Structure/facility damage charges are sent to one DPW account and furniture/equipment/cleaning charges go into another account.

See Appendix 8.3 for a flow diagram for returning funds from statements of charges.

7.0 Future Directions

Short-term goals:

- Deploy (decentralize) “Saflok” keycard system to CBM Teams
- Issue Statements of Non Availability within CBM Branch
- Minor renovations to team offices, CBM main office
- Take over entire Barracks Utilization Reporting responsibility
- Establish Barrack “champion” with Housing Div
 - Overall responsibility for UPH facilities management.
 - Planning/programming for facility component life-cycle replacement
 - Develop Minor renovations
 - Furnishing replacement.
 - Order credit card services
 - Coordinate maintenance/repair issues for the barracks

Long-term goals:

- New office buildings for CBM teams
 - Waiting area with television and refreshments
 - Conveniently and centrally located
- New CBM Branch “main” office building
- Modernization of dayrooms
 - “Starbucks”-style internet cafe
- Develop furnishing replacement plan
 - “textbook replacement plan” = \$11m/year
- Purchase 2 electric carts per team

Resources:

- Acquire 6 TDA authorizations
- Annual funding \$3.3m FedSource contract + \$600k operations = \$3.9m
- One-Time costs:
 - Funding for 12 new facilities (11 x \$250k + 1 x \$750k = \$3.5m)
 - Office furniture for new facilities (\$250k)
 - Electric Carts (22 x \$11k = \$242k)

Appendix 8.1 Job Descriptions

Facilities Utilization Splst SOW.doc

Facility Manager SOW.doc

Housing Inspector SOW.doc

Maintenance Worker SOW.doc

Real Property Laborer SOW.doc

Supervisory General Engineer (GS-0801-13).doc

Housing Management Specialist (GS-1173-11).doc

Engineering Technician (GS-0802-11).doc

Facilities Utilization Specialist

MAJOR DUTIES:

Plans, coordinates and implements specified real property management actions, facility allocation and restationing plans. Responsible short and long term goals for facility and space management, executes plans for all assignment, transfer, and termination actions of installation real property. Prepares recommendations and formulates plans which address all reassignments, conversions and diversions. Attends meetings and briefings to provide input, answer questions or conduct briefings on area of responsibility.

SKILL AND KNOWLEDGE:

Possess basic skills in office automation.

RESPONSIBILITY:

Supervisory or higher graded personnel may provide specific verbal or written instructions as to the tasks to be performed. Employee will generally work independently with minimum supervision. Work is subject to tasks in progress and is reviewed for compliance with supplied instructions. May supervise contract employees responsible for building assignment, termination, barracks furnishings or central barracks management

REQUIREMENTS:

Must be a United States citizen.

PHYSICAL EFFORT:

Most of the work is performed in an office setting but may require field work. The work will require operation of a motor vehicle.

WORKING CONDITIONS:

Work may be performed both indoors and outdoors, only everyday risks and discomforts are involved.

STATEMENT OF WORK FOR FACILITY MANAGER

SCOPE.

Under this task order, the contractor will independently provide support services to satisfy the overall operational objectives of the Directorate of Public Works, U.S. Army, HQ Corps, Fort Hood, Texas. The primary objective is to provide contractor services and deliverables through performance of facilities management tasks.

ORGANIZATION.

Directorate of Public Works
US Army, HQ Corps and Fort Hood
AFZF-PW-SVC
4612A Engineer Drive
Fort Hood, TX 76544

TASKS/SERVICES. The contractor shall:

- Be responsible for on-site Centralized Barracks Management and for the accomplishment of broad management functions (Unaccompanied Personnel Housing, Furnishing Management).
- Provide technical guidance to lower-level personnel involved in performing routine segments of the assignment work.
- Deal effectively with higher authorities in dealing with issues related to the overall scope of housing at the installation
- Be responsible for permanent party Bachelor Housing in the assignment, termination, barracks inspections, utilization, financial requirements, furnishing requirements, maintenance (engineer), key control, furnishings and facility accountability, file maintenance, statistical reporting, customer service (self-help) in a timely and effective manner.
- Be responsible for day-to-day on-site barracks management functions related to permanent party, unaccompanied personnel housing, furnishings and equipment, receipt and issues, repair, inventory, hand receipt, storage and handling, customer service (pickup and delivery).
- Formulate and enforce through the chain of command, local regulations and policies relating to housing, using appropriate Department of the Army (DA), Department of De-

fense (DoD), or Congressional regulations, directives, policies and procedures pertaining to the operation and maintenance of unaccompanied personnel activities.

- Perform minor repairs and touchup or on-the-spot cleaning.
- Learn to enter, retrieve, and manipulate data using the HOMES computer program.
- Provide and operate a personally-owned vehicle (and cellular telephone) to transport self and others in performance of assigned duties; perform operator maintenance as required.

DELIVERABLES.

- Monthly Progress Report; due by 5th workday following the end of the month

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The contractor must have:

- The ability to carry out assigned work in accordance with simple instructions and sequences.
- Knowledge of the operation of a personal computer to include Word, EXCEL, and PowerPoint.
- Knowledge of regulations, administrative practices and procedures related to management planning, budgeting, scheduling, and coordinating of the operation and utilization of bachelor housing assets assigned.
- A valid state driver's license and a good driving record.
- Knowledge of, and skill in, the application of a wide range of bachelor housing management principles, concepts, and methodology to a variety of complex work assignments involving the full range of housing activities including operations and maintenance, financial management, assignment utilization, construction and improvements, and furnishing and equipment management.

PERIOD OF PERFORMANCE.

The period of performance is from September 30, 2005, through September 29, 2006, plus two option years.

PLACE OF PERFORMANCE.

Directorate of Public Works
US Army, HQ Corps and Fort Hood
AFZF-PW-SVC
4612A Engineer Drive
Fort Hood, Texas

OPERATIONAL HOURS.

Work will be performed 40 hours per week during normal business hours, from 7:30 a.m. to 4:30 p.m., Monday-Friday, excluding Federal holidays.

OVERTIME.

Overtime is ☐ is not ☒ authorized.

SAFETY ISSUES.

- The work described herein is primarily vigorous, performed in an outdoor setting, working around water in various weather conditions. The contractor employee will be working around tools and equipment that requires care and attention to prescribed safety practices. The contractor employee is required to observe established safe working procedures, and the contractor employee must wear appropriate protective clothing and/or equipment.
- The contractor employee will walk, stoop, and bend for long periods of time; and will lift, carry, and move objects weighing up to 50 pounds.

GOVERNMENT-FURNISHED EQUIPMENT, BADGE, KEYS AND/OR FACILITIES PROVIDED.

- The Government will provide contractor personnel with an office environment typically provided to Government personnel that includes workstations, facsimile, copier, telephones and computers with access to the Internet and local area network.
- The Government will provide the contractor employee the necessary supplies and material required to carry out the tasks delineated herein.

SECURITY CLEARANCE/POLICE CHECK/DRIVING RECORD CHECK.

Work under this task order is ☒ UNCLASSIFIED ☐ SECRET ☐ TOP SECRET. The contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures during the performance of this task order. The contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, and Government personnel work products that are obtained or generated in the performance of this task order. If necessary, the contractor will be required to provide clearances for personnel requiring access to Government computers and workstations.

REIMBURSABLE EXPENSES (TRAVEL, CONFERENCE, TRAINING, EQUIPMENT OR MATERIALS, ETC.).

Travel is ☒ is not ☐ required. The contractor will be required to travel to other locations using a personally-owned vehicle in support of the tasks described in this statement of work. Prior to incurring any other travel expenses, contractor personnel must obtain written authorization from the Project Officer that approves approximate travel, dates, expected duration, origin and destination, purpose, estimated costs and the number and names of personnel traveling. Contractor

expense reports shall be prepared and processed in accordance with the Federal Travel Regulation (FTR).

TASK TYPE.

☐ Fixed Price ☐ Time-and-Materials (T&M) ☒ Labor-Hour

NON-PERSONAL SERVICE STATEMENT.

Contractor employees performing services under this order will be controlled, directed and supervised at all times by management personnel of the contractor. The contractor's management shall ensure that employees properly comply with the performance standards outlined in the Quality Assurance Surveillance Plan (QASP). Contractor employees will perform independent of and without the supervision of any Government official. Actions of contractor employees may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the U.S. Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

GOVERNMENT PROJECT OFFICER.

The Government Project Officer will provide general instructions on limitations and deadlines, and is responsible for administration of the task order in compliance with the contract to include inspection and acceptance of deliverables.

Point of Contact:	Dennis Macmillan
Phone:	254.288.1218
Email:	dennis.macmillan@us.army.mil

STATEMENT OF WORK FOR HOUSING INSPECTOR

SCOPE.

Under this task order, the contractor will independently provide support services to satisfy the overall operational objectives of Directorate of Public Works. The primary objective is to provide contractor services and deliverables through performance of housing inspection.

ORGANIZATION.

Directorate of Public Works
4612 Engineer Drive
Fort Hood, Texas

TASKS/SERVICES. The contractor shall:

- Serve as housing inspector and assistant to the facility manager, performing a variety of housing inspections and other related services to barracks rooms and accomplish the assignment and termination process.
- Locate, identifying and verifying Government property items such as furnishings and appliances which are hand-receipted to barracks' occupants.
- Conduct joint inspections of buildings, rooms, furnishings, and grounds.
- Assess condition and identify real property maintenance requirements, other deficiencies, and degree of maintenance and other work needed to prepare quarters for re-occupancy.
- Assist during an assignment inspection, incumbent and the new barrack's occupant conducting a joint inventory of all Government property located on the premises of the barracks unit.
- Prepare for assignment inspections by reviewing building/room files to determine the current condition of barracks by reviewing historical data, extent of scheduled maintenance, and the type and condition of government provided furnishings, appliances and equipment currently issued.
- Assemble inspection forms and other documents needed for inspection, using the Housing Operations Management System (HOMES) program to schedule inspections, input customer applications, and issue furnishing hand-receipts.
- Complete the assignment transaction.

- Instruct occupant on barracks standards, regulations, use of dayroom facility and other mandatory requirements for maintenance and occupancy of barracks.
- Assist during termination inspections, while the incumbent and the facility inspector are to conduct a similar joint inventory of property.
- Determine responsibilities for damage to barracks unit and or/furnishings; quantify and qualify nature and extent of liability for the outgoing soldier.
- Issue final termination instructions and repossesses keys; complete furnishings turn-in hand receipt and barracks' condition report.
- Perform minor repairs and touchup or on-the-spot cleaning.
- Provide and operate a personally-owned cellular telephone and vehicle to transport self and others in performance of assigned duties; perform operator maintenance as required.
- Perform duties to include, but not limited to, the following: accepting and processing applications for barracks' spaces; preparing and issuing assignment or termination orders; scheduling appointments; and serving as information and telephone receptionist to include explaining housing policies and procedures.

DELIVERABLES.

Monthly Progress Report; due by 5th workday following the end of the month

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The contractor must have:

- The ability to carry out assigned work in accordance with simple instructions and consequences

PERIOD OF PERFORMANCE.

The period of performance is June 1, 2005 – May 31, 2006, plus two option years.

PLACE OF PERFORMANCE.

Directorate of Public Works
4612 Engineer Drive
Fort Hood, Texas

OPERATIONAL HOURS.

Work will be performed 40 hours per week during normal business hours 7:30 a.m. to 4:30 p.m., Monday-Friday, excluding Federal holidays.

OVERTIME.

Overtime is not ☒ authorized

SAFETY ISSUES.

- The work described herein is primarily vigorous, performed in an outdoor setting, working around water in various weather conditions. The contractor employee will be working around tools and equipment that requires care and attention to prescribed safety practices. The contractor employee is required to observe established safe-working procedures, and the contractor employee must wear appropriate protective clothing and/or equipment.
- The contractor employee will walk, stoop, and bend for long periods of time; and will lift, carry, and move objects weighing up to 50 pounds.

GOVERNMENT-FURNISHED EQUIPMENT, BADGE, KEYS AND/OR FACILITIES PROVIDED.

- The Government will provide the contractor employee the necessary supplies, safety equipment, and materials required to carry out the tasks delineated herein.

SECURITY CLEARANCE/POLICE CHECK/DRIVING RECORD CHECK.

Work under this task order is ☒ UNCLASSIFIED ☐ SECRET ☐ TOP SECRET. The contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures during the performance of this task order. The contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, and Government personnel work products that are obtained or generated in the performance of this task order. If necessary, the contractor will be required to provide clearances for personnel requiring access to Government computers and workstations.

REIMBURSABLE EXPENSES (TRAVEL, CONFERENCE, TRAINING, EQUIPMENT OR MATERIALS, ETC.).

Travel is ☒ is not ☐ required; however, the contractor will use own personal vehicle to travel to other locations on and off the base in support of the tasks described in this statement of work. Prior to incurring any other travel expenses, contractor personnel must obtain written authorization from the Project Officer that approves approximate travel, dates, expected duration, origin and destination, purpose, estimated costs and the number and names of personnel traveling. Contractor expense reports shall be prepared and processed in accordance with the Federal Travel Regulation (FTR).

TASK TYPE.

☐ Fixed Price ☐ Time-and-Materials (T&M) ☒ Labor-Hour

NON-PERSONAL SERVICE STATEMENT.

Contractor employees performing services under this order will be controlled, directed and supervised at all times by management personnel of the contractor. The contractor's management shall ensure that employees properly comply with the performance standards outlined in the Quality Assurance Surveillance Plan (QASP). Contractor employees will perform independent of and without the supervision of any Government official. Actions of contractor employees may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the U.S. Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

GOVERNMENT PROJECT OFFICER.

The Government Project Officer will provide general instructions on limitations and deadlines, and is responsible for administration of the task order in compliance with the contract to include inspection and acceptance of deliverables.

Point of Contact:	Dennis MacMillan
Phone:	254.288.1256
E-Mail:	dennis.macmillan@us.army.mil

STATEMENT OF WORK FOR MAINTENANCE WORKER

SCOPE.

Under this task order, the contractor will independently provide support services to satisfy the overall operational objectives of the Team Leader, Mobilization Cell, or representative under the Real Property/Furniture Management Office, Master/Planning/Real Property Branch, Plans and Projects Division, Directorate of Public Works, Fort Hood, Texas. The primary objective is to provide contractor services and deliverables through performance of maintenance-type work.

ORGANIZATION.

Directorate of Public Works
4612-A Engineer Drive
Fort Hood, TX 76544

TASKS/SERVICES. The contractor shall:

- Perform carpentry, plumbing, electrical, painting, custodial, and other duties associated with repair, replacement, and maintenance.
- Work in compliance with instructions from Team Leader, representative, or journeyman assigned who provides specific instructions and detailed explanations of task procedures and techniques.
- Provide instructions on the more complex work on the beginning of operations or when information is requested during process; and preventive maintenance and detailed work is spot checked and reported by supervisor or representative to next level of supervision.

DELIVERABLES.

- Work reviewed on a daily basis, during progress; deliverable confirmed semi-annually
- Work reviewed upon completion of each task for compliance with instructions; deliverable confirmed semi-annually

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERIENCE REQUIRED. The contractor must have:

- General knowledge of the work involved by each craft.
- Basic knowledge of the materials used by each craft and skill in using the tools and equipment of each craft.
- Possess sufficient knowledge to read and interpret basic blueprints and specifications and to correctly identify preventive maintenance requirements and accurate location of equipment.
- A valid state driver's license.

- A United States' citizenship.

PERIOD OF PERFORMANCE.

The period of performance is 12 months after the date of task order award, from October 1, 2005 through September 30, 2006, plus two option years.

PLACE OF PERFORMANCE.

Directorate of Public Works
4612-A Engineer Drive
Fort Hood, Texas

OPERATIONAL HOURS.

Work will be performed 40 hours per week during normal business hours, from 7:30 a.m. to 4:30 p.m., Monday-Friday, excluding Federal holidays.

OVERTIME.

Overtime is ☐ is not ☒ authorized.

SAFETY ISSUES.

- Work requires extensive walking, standing, bending, kneeling, climbing, reaching, crawling, and stooping. It also requires frequent lifting and handling of objects up to 100 pounds, and light to moderate physical effort to operate a motor vehicle.
- The contractor will be exposed to hazards of moving parts and sharp blades when working with power tools and exposed belts when performing equipment maintenance. Exposure to harsh cleaning solutions and chemicals occurs daily. The wearing of protective clothing and equipment is required.
- The contractor will work both inside and outside in all kinds of weather.
- The contractor may be subject to injury from accidents while operating a motor vehicle.

GOVERNMENT-FURNISHED EQUIPMENT, BADGE, KEYS AND/OR FACILITIES PROVIDED.

- The Government will provide the materials and tools required to perform the tasks delineated herein.
- The contractor will be provided a vehicle for transportation around the work site.
- The Government will provide the necessary hand and power tools, spare and repair parts, and the facilities necessary to carry out routine maintenance tasks.

SECURITY CLEARANCE/POLICE CHECK/DRIVING RECORD CHECK.

Work under this task order is ☒ UNCLASSIFIED ☐ SECRET ☐ TOP SECRET. The contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures during the performance of this task order. The contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, and Government personnel work products that are obtained or generated in the performance of this task order. If necessary, the contractor will be required to provide clearances for personnel requiring access to Government computers and workstations.

REIMBURSABLE EXPENSES (TRAVEL, CONFERENCE, TRAINING, EQUIPMENT OR MATERIALS, ETC.).

Travel is ☒ is not ☐ required, and the contractor will be required to travel around the base in support of the tasks described in this statement of work, using a Government-provided vehicle. Prior to incurring any other type of travel expenses, contractor personnel must obtain written authorization from the Project Officer that approves approximate travel, dates, expected duration, origin and destination, purpose, estimated costs and the number and names of personnel traveling. Contractor expense reports shall be prepared and processed in accordance with the Federal Travel Regulation (FTR).

TASK TYPE.

☐ Fixed Price ☐ Time-and-Materials (T&M) ☒ Labor-Hour

NON-PERSONAL SERVICE STATEMENT.

Contractor employees performing services under this order will be controlled, directed and supervised at all times by management personnel of the contractor. The contractor's management shall ensure that employees properly comply with the performance standards outlined in the Quality Assurance Surveillance Plan (QASP). Contractor employees will perform independent of and without the supervision of any Government official. Actions of contractor employees may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the U.S. Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

GOVERNMENT PROJECT OFFICER.

The Government Project Officer will provide general instructions on limitations and deadlines, and is responsible for administration of the task order in compliance with the contract to include inspection and acceptance of deliverables.

Point of Contact:	Dennis MacMillan
Phone:	254.288-1218
E-Mail:	dennis.macmillan@us.army.mil

Position Description

LABORER

WG-3502-02/\$8.51 per hour

MAJOR DUTIES:

Performs one or a combination of the following manual labor tasks requiring application of moderately heavy physical effort. Loads and unloads heavy boxes, bulky supplies, materials and furniture from buildings, trucks, dollies, sky lift and other conveyances. Moves heavy furniture, boxes, cartons, or materials by hand, or dolly.

SKILLS AND KNOWLEDGE

Possess basic skills in the identification and safe use of common hand tools.

RESPONSIBILITY

Supervisor, or a higher-grade worker, provides specific verbal or written instruction as to the work to be performed. Employee is relied upon to perform routine and recurring assignments independently with minimum supervision using care and safe work practices due to the type of tools, equipment used, and weights of objects lifted. Work is subject to spot-check in progress and is reviewed on completion for compliance with supplied instructions.

REQUIREMENTS

Must be a United States citizen.

PHYSICAL EFFORT

Employee frequently expends moderately heavy physical effort in lifting, positioning, carrying and moving barracks furniture or other objects. Requires climbing stairs, ladders, and use of heavy hand tools for prolonged periods of time.

WORKING CONDITIONS

Much of the work of position is performed out-of-doors subject to inclement weather conditions. Work is often dirty, dusty, and noisy. Hazard work conditions are present due to the possibility of strain from moderately heavy lifting.

Position Description

PD#: EF108760

Replaces PD#:

Sequence#: 979243

SUPERVISORY GENERAL ENGINEER

GM-0801-13

Servicing CPAC: FORT HOOD, TX

Installation: EFBAW0VCAABOJ

U.S. ARMY GARRISON FORT HOOD
DIRECTORATE OF PUBLIC WORKS
SERVICES DIVISION
FORT HOOD, TX 76544 BOJ

Agency: ARMY

MACOM: BA

Command Code: BA
US ARMY INSTALLATION
MANAGEMENT AGENCY

Region: WEST

Citation 1: OPM DEF/GRPS & SER: GEN ENGR SERIES, GS-801, JUN 69

Citation 2: OPM GENERAL SCHEDULE SUPERVISORY GUIDE, TS-123, APR 98

PD Library PD: NO

COREDOC PD: NO

Classified By: MICHAEL W. PRATT, COL, EN, DPW

Classified Date: 01/25/2002

FLSA: E

Career Program: 18

Functional Code: 51

Competitive Area: FA

Competitive Level: BX00

Bus Code: 8888

PD Status: VERIFIED

Drug Test Required: NO

Financial Disclosure Required: NO

Requires Access to Firearms:

Position Sensitivity: 2

Emergency Essential: N

DCIPS PD: NO

Acquisition Position: NO

Interdisciplinary: NO

Target Grade/FPL: 13

Career Ladder PD: NO

Duties:

CL: B000

SUPERVISORY CONTROLS

Works under the general supervision of the Housing Division chief, who provides broad, general objectives. The incumbent is required to independently plan, organize, and execute major, substantive aspects of the entire program of the Directorate of Public Works. Consults supervisor only to gain guidance with regard to policies and basic standards, or for unusual situations

involving radical departures from precedent or normal operations and those that have significant impact on other installation organizations. The incumbent exercises an unusual and significant amount of independence, using considerable resourcefulness and originality in resolving operational problems and developing engineering /management compromises and improvisations. The incumbent's technical recommendations, conclusions, and decisions are routinely accepted as authoritative. Work review is results oriented; completed work is reviewed only for feasibility of plans and objectives with relation to management requirements and policies.

MAJOR DUTIES

Serves as the Chief of the Centralized Barracks Management Branch: Serves as the overall technical expert in directing a moderate-to-large size work operation involving approximately 55 to 65 personnel engaged in professional engineering or technical support work. Work supervised is performed by housing management specialists as well as a number of team managers, inspectors, and other engineering support technicians. Provides the full range of professional engineering services in the accomplishment of complex, multi-discipline services, engineering, and architectural projects to support Unaccompanied Personnel Housing.

1. Work Planning, Review, and Evaluation: Plans work programs to be accomplished by subordinates, sets priorities, and establishes schedules for work completion. Maintains control and surveillance, on a day-to-day basis over the full range of field engineering activities associated with all phases of construction, maintenance, and services projects. Assigns work based on priorities, requirements of assignments, and capabilities of employees. Projects are often unique one-of-a-kind variety that requires multiple stages and phased approaches. Ensures timely performance of work and that quality standards are met. Reviews work completed, accepting, amending, or rejecting work as appropriate. Develops organizational goals and assesses the impact of significant agency developments upon mission accomplishment. Evaluates the effectiveness of program supervised in terms of mission accomplishment, quality and quantity of, standards met, procedural, policy and regulatory compliance, and technical adequacy. Makes changes in work assignments, work flow and balances workload among positions to increase effectiveness of operations supervised.

20%

2. Personnel Management & Supervision: personally, or through subordinate supervisors and team leaders, directs the work of the organization, performing a full range of supervisory functions and responsibilities; this includes projecting budget and other resources, allocating resources within the organization, determining program goals, and developing plans, independently or in conjunction with higher level management, for organizational structure and changes there. All of the following are typical: Directs the work of subordinates on a continuing basis. Interviews and recommends selection of new employees. Counsels employees on work and performance matters, and prepares both formal annual and informal interim performance ratings. Schedules and approves leave, and attends to other time and attendance matters, such as certifying time in the new electronic timekeeping system. Resolves or attempts to resolve informal complaints and grievances; reports more serious cases to higher level management, and follows up to ensure satisfactory resolution. Works closely with management and representatives from the Civilian Personnel Advisory Center (CPAC), Local #1920 of the AFGE, and other Garrison staff to implement the Partnership concept, directed by Executive Order, in Labor-Management relations; also coordinates with these representatives in other installation matters affecting the well being of the workforce. Works closely with appropriate officials in exercising position management authority to create new positions and to amend, revise, or rewrite job descriptions. Attends to training and development needs; ensures support for and compliance with EEO and Affirmative Action principles and guidelines. Provides information and assistance services to employees, answering questions on a variety of work-related matters. Provides on-the-job training and instructions for new or changed procedures. Attends to working conditions such as lighting, heating or air conditioning, supplies, furnishings, etc. Establishes branch procedures and

implements changes. Is responsible for determining numbers and types of additional trades and craft inspection personnel to be borrowed from the shops. Schedules their work gives pertinent instructions,, and either personally or through subordinates assures quality inspection is performed by these employees. Average number of borrowed personnel ranges from 4 to 10.

20%

3. Non-Supervisory Technical of Staff Work: Provides general consulting engineer services. Engineering aspects includes performance in diversified fields including electrical, mechanical, agricultural, and civil engineering. With little or no technical assistance, accomplishes a wide variety of unique engineering, services, and construction activities designs. Presides over DPW portion of pre- work conference to discuss principle features and requirements, in terms of methods and equipment operations. Answers contractor's questions clarifying contents of plans and specifications making decisions regarding adequacy and acceptability of proposals. Provides daily oversight and engineering expertise for services and construction, necessary modifications, cost estimates, and other related technical functions for a broad range of civil/architectural engineering construction, maintenance, repair or alteration projects for the installation activities supported. Work often includes unique one of a kind projects that are without precedent requiring departure from standard methods and procedures. Reviews plans and specifications and makes recommendations on all major projects executed by the District Engineer and in-house designers. Resolves construction and engineering difficulties/discrepancies that arise. Coordinates with appropriate officials and filed offices to make changes and resolve issues. Attends meetings with Government and civilian officials, on and off the installation, with delegated authority to make commitments for DPW concerning installation services, construction and phasing matters on key projects having a significant impact on the installation. Visits project sites to determine progress and to resolve unusual and urgent problems. Accepts or rejects contractor's proposal for DPW. Directs development and implementation of systems and operational guidelines as required to achieve better use, manpower, equipment. Prepares daily report of activities which includes instructions to contractor representative, quantities of pay items placed, weather conditions, progress of construction, reasons for delay, and any unusual problems encountered Reviews as built drawings to ensure changes in plans and specifications have been accurately noted. Operates light, utility motor vehicle in performance of this and other duties; performs operator type maintenance as required.

60%

PERFORMS OTHER DUTIES AS ASSIGNED.

NOTE: ASSIGNMENT TO DUTIES OTHER THAN THOSE DESCRIBED ABOVE FOR A PERIOD IN EXCESS OF 30 DAYS (5 DAYS FOR BARGAINING UNIT EMPLOYEES) CONSTITUTES A MISASSIGNMENT AND MUST BE CORRECTED IMMEDIATELY BY SUBMISSION OF STANDARD FORM 52 TO EITHER DETAIL OR PERMANENTLY ASSIGN THE EMPLOYEE TO THOSE DUTIES. FAILURE TO FOLLOW THIS PROCEDURE CONSTITUTES A MERIT SYSTEM VIOLATION.

NOTE: INCUMBENT MUST OBTAIN AND MAINTAIN A SECRET SECURITY CLEARANCE.

GSSG SUPERVISORY FACTORS

FACTOR 1 PROGRAM SCOPE AND EFEECT FL 1-3 350 PTS

The work exceeds FL 1-2 and fully meets both scope and effect of FL 1-3.

FACTOR 2 ORGANIZATIONAL SETTING FL 2-1 100 PTS

This incumbent of this position reports to a Division Chief, which is two or more levels below SES equivalent FL 2-1 is consequently assigned.

FACTOR 3 SUPERVISORY AND MANAGERIAL AUTHORITY EXERCISED FL 3-3 775 PTS

The work fully meets the long-range work plans and schedules and other elements of the complex managerial authority described at contingency a. of this level.

FACTOR 4 PERSONAL CONTACTS

SUB-FACTOR 4A NATURE OF CONTACTS FL 4A-2 50 PTS

SUB-FACTOR 4B PURPOSE OF CONTACTS FL 4B-3 100 PTS

The work has certain characteristics of FL 4A-3, but FL 4A-2 is the highest one that meets the full intent of the standard, and that level is consequently assigned. FL 4B-3 fully met, in that the incumbent is regularly required to justify, defend, and negotiate in representing the Directorates program.

FACTOR 5 DIFFICULTY OF TYPICAL WORK DIRECTED FL 5-6 800 PTS

The highest base level of work supervised which constitutes 25% or more of the workload is GS-11 and FL 5-6 is therefore assigned.

FACTOR 6 OTHER CONDITIONS FL 6-4 1120 PTS

The difficulties measured by this factor are an especially demanding element of the work and these other conditions constitute a strength in the overall evaluation. Among other things the substantial coordination and integration of major work assignments, projects etc., described at contingency a. of FL 6-4 are fully typical of this position.

TOTAL POINTS: 3295

TOTAL POINT RANGE: 3155 - 3600

GRADE: GS-13

Evaluation:

Management established new position using established FASCLASS PD # EF96233 changing the Contracts Branch to Services Branch and other minor edits. Edits did not impact upon title series or grade.

FLSA EVALUATION OUTLINE

☐ Foreign Exemption

☒ Executive Exemption

☒ Exercises appropriate supervisory responsibility (primary duty)

☒ Customarily and regularly exercises independent judgment

☒ 80% test, if applicable (GS-5/6; Sit 1 & 2 WS supervisors; law enforcement & firefighter supervisors thru GS-9)

☒ Professional Exemption

☒ Professional work (primary duty)

☒ Intellectual and varied work (more than dealing with procedures/precedents)

☒ Discretion & independent judgment

☐ 80% test, if applicable (This virtually never applies since GS-5/6 positions are trainees and other eligible employees are not professional)

- ☐ Administrative Exemption
- ☐ Primary duty
- ☐ Policy or
- ☐ Management or general business or supporting services or
- ☐ Participation in the executive/administrative functions of a management official
- ☐ Nonmanual work test
- ☐ intellectual and significant (more than dealing with procedures/precedents), or
- ☐ specialized & technical in nature requiring considerable training/experience
- ☐ Discretion & independent judgment
- ☐ 80% test, if applicable

Comments/Explanations (State which major duties/job functions are Exempt): Duties 1-3, Factor 1-5 This position meets professional and executive exemption criteria of 5 CFR 551/

CONCLUSION: EXEMPT

Position Description

PD#: EF210775

Replaces PD#:

Sequence#: VARIES

HOUSING MANAGEMENT SPECIALIST

GS-1173-11

Servicing CPAC: FORT HOOD, TX

Agency: VARIES

MACOM: VARIES

Command Code:
VARIES

Region: WEST

Citation 1: OPM PCS HOUSING MGMT SERIES, GS-1173, SEP 81

PD Library PD: NO

COREDOC PD: NO

Classified By: DAVID WRBAS

Classified Date: 08/16/2005

FLSA: EXEMPT

Drug Test Required: VARIES

DCIPS PD: NO

Career Program: 27

Financial Disclosure Required: NO
Acquisition Position: NO

Functional Code: 00

Requires Access to Firearms:
VARIES

Interdisciplinary: NO

Competitive Area:
VARIES

Position Sensitivity: VARIES

Target Grade/FPL: 11

Competitive Level:
VARIES

Emergency Essential: VARIES

Career Ladder PD: NO

Bus Code: VARIES

PD Status: VERIFIED

Duties:

CL: 0000

MAJOR DUTIES

The incumbent serves as a Housing Management Specialist for Chief, Housing Division and assists in directing the installation's housing activities and advising the Housing Division Chief. The Housing Division consists of three branches: Engineering Support Branch; Unaccompanied Personnel Housing (UPH) Management Branch, and Housing Services Branch.

1. Assists in developing overall installation plans and procedures for housing/barracks administration, tenant relations, assignment/termination procedures, eligibility requirements, occupancy practices, maintenance and repair programs, current and long range plans, and related housing activities. Conducts studies and surveys of organizational practices and regulations affecting community life and recommends new management techniques, regulations, or amendments as would improve housing/barracks administrative policies. Assists in determining the kind, degree, and scope of housing/barracks services required by the organizations within the installation. Considers the missions of the organizations served, anticipated expansions or deactivation's, and known or projected operating program changes. Determines the effects of the organization and mission changes, unusual workload requirements caused by large scale troop movements or requirements, etc., upon the Housing Division and assists in establishing guides, procedures and instructions with established policies; to ensure adequate support to affected population. Conducts on-call sponsorship briefings, unit briefings, and off post liaison briefings with realtors. Represents Housing Division at mobilization/demobilization briefings.

35%

2. Develops customer service programs for Division. Develops objectives standards, procedures, and instructions governing customer service. Develops qualitative and quantitative measurement techniques for assessing quality of customer service. Assists Division Chief and supervisors in incorporating measurement of customer service into compensation programs and performance evaluations. Performs and assist supervisors with customer surveys and service reviews. Evaluates survey results, coordinates findings with other agency and organizational specialists, and formulates plans to accomplish housing service objectives. Plans, schedules, and coordinates customer service training programs for division personnel; assesses type of training needed based on internal surveys and other measurement media.

35%

3. Performs studies and surveys to determine need capital repairs and replacements for family housing and barracks. Assists with multi- year work plans, coordinates repairs, and serves as liaison for Housing Division with Chain of Command.

30%

PERFORMS OTHER DUTIES AS ASSIGNED.

FACTOR 1 KNOWLEDGE REQUIRED BY THE POSITION FL 1-7 1250 PTS

Requires a knowledge of a wide range of Federal and agency housing policies and requirements to perform broad administrative planning, scheduling and coordinating of work forces and resources concerning the operational plans and housing management activities of the employing office, and the skill and ability

to negotiate with local authorities, tenants, and other interested parties on broad programs and problems related to the operation and use of area public housing assets.

Knowledge and skill in the application of housing management principles, concepts, and methodology to a variety of difficult and complex work assignments involving the full range of local authority activities such as operations and maintenance, assignments and utilization, periodic and special surveys or inspections, new construction and modernization, tenant-management relations, and related functional areas to assure the effective use of facilities, equipment, and community resources.

Knowledge of business management practices and procedures and analytical techniques. Knowledge of agency funding and accounting procedures to analyze and monitor costs. Knowledge of federal and municipal laws governing construction and coordinates with federal, state and local offices, recommends necessary changes.

FACTOR 2 SUPERVISORY CONTROLS FL 2-4 450 PTS

Incumbent and Housing Division Chief work in consultation to define objectives, priorities, scope and deadlines. The incumbent plans and carries out the assignment; coordinates with other organizations or persons as required; resolving most of the conflicts which arise; and advises supervisor of progress and the potential problems or areas of interest. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, and effectiveness in meeting housing program requirements.

FACTOR 3 GUIDELINES FL 3-3 275 PTS

The Housing Manager is usually provided with general policy or program guides, regulations, standards, and legal interpretations or precedents related to the management and operation of government housing projects or facilities. Specific guides concerning the broad responsibilities for planning and programming management activities usually are not available.

The incumbent is relied upon to use initiative innovation, and judgment in the interpretation of broad agency policy and the application of management principles and concepts to the efficient utilization of resources. The incumbent makes compromises and adaptations, when necessary, within the framework of established housing objectives. The incumbent is relied upon to formulate management techniques or practices to accommodate unique or special problems. The work requires the development of procedural guidelines to supplement higher agency level issuance's.

FACTOR 4 COMPLEXITY FL 4-4 225 PTS

The work includes the application of the full range of methods and processes related to management planning, operation, occupancy, maintenance, and utilization of assigned housing facilities and other assets. The work typically involves accomplishing project operations within established policy and program plans, maintaining cooperative relationships with tenants and organizations, and determining expenditures necessary for efficient operations. Decisions regarding

what needs to be done include daily assessment of project operations to identify problems related to housing occupancy, customer service, and tenant or community relations. The incumbent is relied upon to analyze housing data and reports and calculate long range resource requirements, improve considerations, and a variety of related activities. The work requires daily interpretation of management data regarding the efficiency of current housing operations, planning, scheduling, and coordinating major housing activities. The work also requires formulation of proposals regarding changes in housing operations.

FACTOR 5 SCOPE AND EFFECT FL 5-3 150 PTS

The work involves treating a variety of housing problems by planning, scheduling, and coordinating the operation and utilization of the Division's resources. The work affects the installation housing program, tenant relations, and the habitability of quarters.

FACTOR 6 PERSONAL CONTACTS FL 6-3 60 PTS

Personal contacts are with individual or groups from inside and outside the installation including housing personnel, installation command and other agency officials, community groups, contract representatives, realty agents, property owners, tenants, and representatives of agencies. Meetings are held at workplace or other locations available to the persons contacted.

FACTOR 7 PURPOSE OF CONTACTS FL 7-3 120 PTS

In addition to planning and coordinating housing management and operation, the purpose of contacts is related to justifying the feasibility of validity of proposals concerning housing operations or resources to installation and agency officials; influencing cooperative attitudes and compliance with housing policies.

FACTOR 8 PHYSICAL DEMANDS FL 8-1 5 PTS

The work is primarily sedentary, but does require some physical exertion in making onsite visits to housing units. No special physical demands are required.

FACTOR 9 WORK ENVIRONMENT FL 9-1 5 PTS

The work involves normal risks or discomforts associated with an office environment. There is normal exposure to dusty or dirty conditions while visiting facilities undergoing maintenance or renovation.

TOTAL POINTS = 2540

RANGE = 2355-2750

GRADE = GS-11

Evaluation:

PD: EF 210775

PP/Series/Grade: GS-1173-11

CPOC Region: W

☐_NM_ FOREIGN EXEMPTION (5 CFR 551.209)

☐ Criminal Investigator with Availability Pay Exemption (5 CFR 551.210)

☐ Pilot with Customs Service Exemption (5 CFR 551.210)

☐ Customs Officer Exemption (5 CFR 551.211).

☐_NM_ EXECUTIVE EXEMPTION

☐ Exercises appropriate supervisory responsibility (primary duty)

☐ Customarily and regularly exercises independent judgment

☐ 80% test, if applicable (GS-5/6; Sit 1 & 2 WS supervisors; law enforcement & firefighter supervisors thru GS-9)

☐_NM_ PROFESSIONAL EXEMPTION

☐ Professional work (primary duty)

☐ Intellectual and varied work (more than dealing with procedures/precedents)

☐ Discretion & independent judgment

☐ 80% test, if applicable (This virtually never applies since GS-5/6 positions are trainees and other eligible employees are not professional)

☐_X_ ADMINISTRATIVE EXEMPTION

☐_X_ Primary duty

☐_X_ Policy or

☐_X_ Management or general business or supporting services or

☐ Participation in the executive/administrative functions of a management official

☐_X_ Nonmanual work test

☐ intellectual and significant (more than dealing with procedures/precedents), or

☐_X_ specialized & technical in nature requiring considerable training/experience

☐_X_ Discretion & independent judgment

☐ 80% test, if applicable

Comments/Explanations (State which major duties/job functions are Exempt):

Meets the exemption under the Administrative Exemption.

Conclusion: EXEMPT

Position Description

PD#: EF96091

Replaces PD#:

Sequence#: VARIES

ENGINEERING TECHNICIAN

GS-0802-11

Servicing CPAC: FORT HOOD, TX

Agency: VARIES

MACOM: VARIES

Command Code:
VARIES

Region: WEST

Citation 1: OPM PCS ENGR TECH SERIES, GS-802, AUG 74

PD Library PD: NO

COREDOC PD: NO

Classified By: ALBERT G. BUNGARD, COL

Classified Date: 02/16/1996

FLSA: EXEMPT

Drug Test Required: VARIES

DCIPS PD: NO

Career Program:

Financial Disclosure Required: NO
Acquisition Position: NO

Functional Code:

Requires Access to Firearms: VARIES
Interdisciplinary: NO

Competitive Area:
VARIES

Position Sensitivity: VARIES
Target Grade/FPL: 11

Competitive Level:
VARIES

Emergency Essential: VARIES
Career Ladder PD: NO

Bus Code: VARIES

PD Status: VERIFIED

Duties:

SUPERVISORY CONTROLS

Works under the general supervision of the Branch Chief, who outlines major objectives,
provides background information and advice on usual problems or

circumstances, and provides little review during the conduct of work. The incumbent works with considerable freedom in planning and executing assignments, and is required to use judgment to in arriving at acceptable engineering compromises. Completed work is reviewed for overall adequacy, conformance with policies, and sound engineering judgment.

MAJOR DUTIES

Serves as Senior Engineering Technician of the Housing Engineering Branch contract management staff; in this capacity performs a wide range of functions that, while conventional in nature, are of broad scope and complexity. Personally or in conjunction with other branch employees, performs all of the following:

1. Plans, programs, coordinates, manages, and monitors all construction, maintenance, repair, renovation, and improvement projects associated with the Family Housing Maintenance Contract; produces technical data for projects, cost estimates; develops annual and long-range maintenance, repair and improvement plans; provides input for development of budgetary documents; recommends allocation of resources for accomplishment of maintenance, repair and improvement programs; participates in planning board and project review conferences; provides design review, technical input and review comment on design work performed by in-house staff, District Engineer, and Architectural Engineering firms; performs or initiates (to be performed by others) studies, surveys, and analyses of projects for construction, alteration, repair and maintenance; keeps abreast of all technical guidance from higher headquarters; provides technical guidance to interns and technicians; visits project sites to study and monitor the progress and conditions affecting the work; visits project sites to collect data for development of projects; evaluates existing conditions, deterioration rates, damages, etc., for reference in developing future plans and priorities; determines feasibility of proposed alterations or modification; coordinates frequently with housing and contractor managers and occupants concerning work requirements and problems. In this and other duties, operates motor vehicles, primarily light, utility government trucks, for a variety of purposes; performs operator-type maintenance as required.

50%

2. Serves as a Contracting Officer's Representative (COR), providing a number of technical acquisition type duties, with delegated authority to order work. In these capacities, verifies that the contractor performs the technical requirements of the contract in accordance with the contract terms, conditions, and specifications and effective management principles. Performs or directs that inspections be performed to ensure the contractor deficiencies are noted and corrected as required. Records and reports to the contracting officer, incidents of faulty or nonconforming work, delays, or problems. Maintains liaison and written communications with the contractor and others. Prepares and maintains various reports and records as required for the contracts. Coordinates site entry for the contractor and ensures that any Government-furnished property is available when required. Performs acceptance for the Government of services performed under the various contracts.

50%

Performs other duties as assigned.

Assignment to duties other than those described above for a period in excess of 30 days (5 days for Bargaining Unit employees) constitutes a misassignment and must be corrected immediately by submission of Standard Form 52 to either detail or permanently assign the employee to those duties.

Evaluation:

COMP LEVEL - OAOG

Appendix 8.2 - FedSource Statement of Work

SOW Unaccompanied Personnel Housing Support Services DPW Ft. Hood Q009305.doc

**STATEMENT OF WORK
FOR
UNAACOMPANIED PERSONNEL HOUSING
SUPPORT SERVICES**

SCOPE.

Under this task order, the contractor will independently provide support services to satisfy the overall operational objectives of the Unaccompanied Personnel Housing (UPH) Division of the Directorate of Public Works (DPW), U.S. Army, HQ III Corps, Fort Hood, Texas. The primary objective is to provide contractor services and deliverables through performance of tasks involving UPH maintenance, administration, and coordination.

ORGANIZATION.

Directorate of Public Works
U.S. Army, HQ III Corps and Fort Hood
Attn: AFZF– PW-SVC
4612 A Engineer Drive
Fort Hood, TX 76544

TASKS/SERVICES.

Task 1. Maintenance Services.

The contractor shall:

- Perform carpentry, plumbing, electrical, painting, custodial, and other tasks associated with repair, replacement, and maintenance.
- Work in compliance with instructions from Team Leader, representative, or journeyman assigned who provides specific instructions and detailed explanations of task procedures and techniques.
- Provide information on plans leading to the accomplishment of more complex work at the beginning of operations or when information is requested during process with preventive maintenance and detailed work (to be spot-checked and reported on by supervisor, or supervisor's representative, to the next level of supervision).

CERTIFICATIONS, LICENSES, PHYSICAL REQUIREMENTS, OR OTHER EXPERTISE REQUIRED. The contractor must have:

- General knowledge of the work involved by each craft.
- Basic knowledge of the materials used by each craft and skill in using the tools and equipment of each craft.

- Sufficient knowledge to read and interpret basic blueprints and specifications and to correctly identify preventive maintenance requirements and accurate location of equipment.
- A valid state driver's license.

TASKS/SERVICES.

Task 2. General Labor Support Services.

The contractor shall:

- Perform one or a combination of the following manual labor tasks requiring ability to perform moderately heavy physical effort:
 - Load and unload heavy boxes, bulky supplies, material, and furniture from buildings using trucks, dollies, sky lifts, and other conveyances.
 - Move and arrange heavy pieces of equipment and appliances; move, rearrange, lift, carry, and stack items and objects; clean tools, equipment, and work areas.
 - Aid in the performance of building maintenance.
- Pick up litter from immediate area outside building; pull weeds, mow grass from immediate area outside building.

CERTIFICATIONS, LICENSES, PHYSICAL REQUIREMENTS, OR OTHER EXPERTISE REQUIRED. The contractor must have:

- The ability to carry out assigned work in accordance with simple instructions and sequences.
- Sufficient manual dexterity to operate simple hand tools and power equipment.
- The ability to safely lift, move, and maneuver objects weighing up to 50 pounds.
- A valid state driver's license and a good driving record.

TASKS/SERVICES.

Task 3. Custodial Services.

The contractor shall:

- Provide contractor services and deliverables through performance of custodial services in barracks, administrative, and day areas.
- Move and arrange heavy pieces of equipment and appliances; move, rearrange, lift, carry and stack items and objects; clean tools, equipment, and work areas.

- Lift and carry light items such as packages, cartons, boxes, etc.; and move to specified location by hand truck.
- Clean equipment or supply items by hand, using cleaning cloths and solvents.
- Maintain an assigned area to keep it clean and orderly.
 - Sweep and mop floors; and strip, scrub, and polish floors.
 - Move heavy boxes, crates, disassembled equipment, parts or other obstacles in order to clean up the area.
- Remove stains from a variety of surfaces such as walls, floors and fixtures by use of chemicals and cleaning solutions.
- Clean restroom and office facilities; scour sinks, lavatories; and clean and empty industrial barrels.
- Clean break room and wash windows.
- Empty trash and garbage containers; load trash on truck and accompany driver to dump to unload trash.
- Pick up litter from immediate area outside building; pull weeds and mow grass from immediate area outside building.

CERTIFICATIONS, LICENSES, PHYSICAL REQUIREMENTS, OR OTHER EXPER-TISE REQUIRED. The contractor must have:

- Knowledge of cleaning materials and cleaning equipment to include both the operation and minor maintenance of industrial type scrubbers and vacuum cleaners.
- Physical strength and stamina as required to perform moving and lifting tasks as well as the ability to perform the maintenance tasks as delineated herein.
- A valid state driver's license.

TASKS/SERVICES.

Task 4. Area Coordination Services.

The contractor shall:

- Oversee the administration of tasks performed by four Centralized Barracks Management (CBM) contractor personnel teams; perform tasks in a coordination capacity for CBM Program activities; and provide recommendations and guidance to the Housing Program Manager/UPH.

- Help in the development of overall CBM Program plans and procedures for UPH/CBM administration, tenant relations, assignment/termination procedures, eligibility requirements, occupancy practices, maintenance and repair programs, current and long-range plans, and related UPH/CBM activities.
- Conduct studies and aid in surveys of organizational practices and regulations affecting quality of life and recommend new management techniques, regulations, or amendments that would improve UPH/CBM administrative policies.
- Aid in determining the kind, degree, and scope of UPH/CBM services required by the organizations within the UPH Branch, considering the missions of the organizations served, anticipated expansions or deactivations, and known or projected operating program changes.
- Determine and report the effects of the organization and mission changes, unusual workload requirements caused by large scale troop movements or requirements, etc., to the Housing Program Manager and provide aid in establishing guides, procedures and instructions with established policies; to ensure adequate support to affected populations.
- Conduct Basic Design Engineering (BDE) briefings, and represent the UPH Branch at mobilization/demobilization briefings.
- Develop customer service programs for CBM such as standards, procedures, and instructions governing customer service while setting up qualitative and quantitative measurement techniques for assessing quality of customer service.
- Support the Housing Program Manager in incorporating measurements of customer service into compensation programs and performance evaluations.
- Support Facility Managers in the performance of customer surveys and service reviews, evaluating survey results, coordinating findings with others and with organizational specialists, and formulating plans to accomplish UPH service objectives.
- Plan, schedule, and coordinate customer service training programs for personnel; and assess type of training needed based on internal surveys and other measurement media.
- Perform studies and surveys to determine need capital repairs and replacements for UPH/barracks; and provide recommendations and guidance with multiyear work plans, coordinates repairs, and serves as needed.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The contractor must have:

- Knowledge and skill in the operation of a computer.
- Skill in written and verbal communications, with the ability to conduct briefings and represent the UPH Branch during mobilization and demobilization briefings.
- Knowledge and understanding of established parameters, fundamental principles, policies and procedures concerning referral services, scheduling and coordinating assignments of Government housing and eligibility requirements for Unaccompanied Personnel Housing.
- Knowledge of Army regulations and policies regarding CBM/UPH..
- The ability to analyze work requirements, set priorities, and organize own work and the work of others.
- The ability to provide excellent customer service and to relate well with a diverse population.
- The ability to coordinate the work of others and work well in a team environment.
- The ability to evaluate policies and procedures and make recommendations for improvements involving maintenance requirements and capital repairs.
- A valid state driver's license.

TASKS/SERVICES.

Task 5. Area Coordination Support Services.

The contractor shall:

- Oversee the coordination of tasks as performed by one to three Centralized Barracks Management (CBM) contractor personnel teams; perform tasks in an administrative capacity for CBM Program activities; and help provide recommendations and guidance to the Housing Program Manager/UPH.
- Aid in the development of overall CBM Program plans and procedures for UPH/CBM coordination, tenant relations, assignment/termination procedures, eligibility requirements, occupancy practices, maintenance and repair programs, current and long-range plans, and related UPH/CBM activities.
- Aid in the conduct of studies and surveys of organizational practices and regulations affecting quality of life and propose new management techniques, regulations, or amendments that would improve UPH/CBM administrative policies.
- Help in determining the kind, degree, and scope of UPH/CBM services required by the organizations within the UPH Branch.
- Considering the missions of the organizations served, and in anticipation of changes in operations given expansions and deactivations, prepare reports on the effects of the organization and mission changes, unusual workload requirements caused by large scale troop movements or requirements, etc., to the Housing Program Manager.

- Provide aid in establishing guides, procedures and instructions with established policies; to ensure adequate support to affected populations.
- Aid in the conduct of BDE briefings, representing the UPH Branch at mobilization and de-mobilization briefings.
- Help customer service programs for CBM such as standards, procedures, and instructions governing customer service while setting up qualitative and quantitative measurement techniques for assessing quality of customer service.
- Support the Housing Program Manager in incorporating measurements of customer service into compensation programs and performance evaluations.
- Aid in the performance of customer surveys and service reviews, evaluating survey results, coordinating findings with others and with organizational specialists, and formulating plans to accomplish UPH service objectives.
- Plan, schedule, and coordinate customer service training programs for personnel; and assess type of training needed based on internal surveys and other measurement media.
- Perform studies and surveys to help determine need capital repairs and replacements for UPH/barracks; and provide recommendations and guidance with multiyear work plans, coordinates repairs, and serves as needed.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPER-TISE REQUIRED. The contractor must have:

- Knowledge and skill in the operation of a computer.
- Skill in written and verbal communications, with the ability to conduct briefings and represent the UPH Branch during mobilization and demobilization briefings.
- Knowledge and understanding of established parameters, fundamental principles, policies and procedures concerning referral services, scheduling and coordinating assignments of Government housing and eligibility requirements for Unaccompanied Personnel Housing.
- Knowledge of Army regulations and policies regarding CBM/UPH..
- The ability to analyze work requirements, set priorities, and organize own work and the work of others.
- The ability to provide excellent customer service and to relate well with diverse populations.
- The ability to coordinate the work of others and work well in a team environment.
- The ability to evaluate policies and procedures and make recommendations for improvements involving maintenance requirements and capital repairs.
- A valid state driver's license.

TASKS/SERVICES.

Task 6. Administrative Support Services.

The contractor shall:

- Coordinate personnel, finance, and automated systems activities.
 - Provide technical reviews of completed personnel actions and prepare report correspondences, policy, procedures, requests, changes, security clearances, efficiency reports, training, and time and attendance.
 - Perform record administration tasks to include establishing, maintaining, consolidating and purging personnel, finance, individual mobilization, and training records in accordance with regulatory requirements and policies.
 - Determine disposition of records and arrange for the transfer of records to the appropriate facility.
 - Review personnel and financial management reports and take corrective action on identified deficiencies.
 - Research, analyze, and submit documents to resolve pay problems and personnel concerns.
 - Ensure compliance with internal controls to minimize pay problems and inquiries.
 - Utilize and maintain automated personnel and finance systems to accomplish timely and accurate submission of data.
 - Perform periodic quality control review.
- Administrate the office supplies and equipments.
 - Ensure that accurate accounting and reporting systems are properly maintained for supply-related documents (i.e., property book, document registers, and supporting document files).
 - Ensure that supply-related tasks such as conducting inventories; requisitioning necessary supplies and equipment; preparing relief-from-responsibility documents; preparing reports of survey; and receipt and turn-in of supply items are performed.
- Administrate and coordinate all training requirements and training programs for the UPH Branch.

- Provide guidance and aid to personnel on recommended and required mandatory training.
- Review all submissions for training and maintains a centralized suspense file of all UPH training requests.
- Coordinate input with higher headquarters and other agencies for obtaining required training as necessary.
- Receive and screen visitors and incoming telephone calls.
 - Answer questions of both specific and general nature requiring a substantive knowledge of the organization and its functions.
 - Read and screen all incoming mail, making proper distribution, referring to UPH Branch only items that need be considered.
- Maintain calendar and schedule appointments and meetings on own initiative without prior clearance.
 - Make necessary arrangements for meetings including space, time, attendees, etc.
 - Assemble background material and see that the UPH Branch is fully briefed on the matters to be considered.
 - Attend meetings/conferences and take notes and transcribe notes, and – as reviewed – attend to the follow-up commitments made.
 - Maintain control records of incoming/outgoing correspondence and action documents; and set up files, logs, and records for internal operation.
- Review all incoming correspondence prepared for signature; and check for timeliness, content of material, grammatical errors and correct format, returning to originator any correspondence that does not conform to required procedures.
 - Initiate correspondence of a non-technical nature, and independently reply to general inquiries not requiring a technical background; and sign routine forms, requests, etc., for matters delegated by the UPH Branch.
 - Type a variety of material (e.g., correspondence, technical reports, memorandum, evaluations, awards, studies, etc.) involving technical terminology common in the organization.
 - Research a variety of sources for supplemental or backup material and assemble for attachment to the end product.

- Schedule travel arrangements and submit travel voucher(s) from information provided by traveler.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERIENCE REQUIRED. The contractor must have:

- The ability to use a microcomputer and/or computer terminal and other office automation systems to produce work accurately and efficiently, using relevant computer software to create, format, modify and print a variety of documents; electronic mail, spreadsheets and calendars; database management; sophisticated graphics programs to create graphs, slides, briefings and reports; and electronic forms software to prepare a variety of Government, Army, standard and optional forms and/or documents.
- Excellent grammar, spelling, and punctuation skills, with the ability to proofread and edit own work and work of others.
- Excellent organizational skills, with the ability to prioritize work.
- Good interpersonal skills, with the ability to relate to personnel and staff at all levels.

TASKS/SERVICES.

Task 7. On-site Administrative Support Services.

The contractor shall:

- Provide oversight and guidance for contractor personnel who support the CBM Program.
- Oversee day-to-day task performance of contractor employees.
- Evaluate results against Quality Assurance Surveillance Plan (QASP) requirements.
- Counsel and instruct contractor employees on procedures, processes, and administrative matters.
- Conduct new contractor employee overview and training; coordinate completion of necessary administrative forms (i.e., pertinent paperwork, badges, security paperwork, etc.).
- Coordinate attendance and vacations with Housing Program Manager, staff and contractor personnel.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERIENCE REQUIRED. The contractor must have:

- Knowledge of the operation of a personal computer to include Word, Excel, and other relevant software and the ability to keyboard at a minimum of 40 to 45 wpm.

- A minimum of two years' experience in an office environment in which human resources tasks were a portion of tasks performed or a combination of education and experience that is equivalent to this experience.
- Excellent detail-orientation, organizational skills, and good written and verbal communications skills.
- Familiarity with the commonly-used concepts, practices, and procedures within an office environment.
- Strong interpersonal skills with the ability to interface with a diverse range of individuals.

TASKS/SERVICES.

Task 8. Facilities Coordination Services.

The contractor shall:

- Be responsible for on-site Centralized Barracks Management and for the accomplishment of broad administration and coordination functions (Unaccompanied Personnel Housing, Furnishing Management).
- Provide technical guidance to lower-level contractor personnel involved in performing routine segments of the assignment work.
- Deal effectively with higher authorities in dealing with issues related to the overall scope of housing at the installation.
- Be responsible for permanent party Bachelor Housing in the assignment and termination of assignment processes; barracks inspections; utilization; financial requirements; furnishing requirements; maintenance (engineer); key control; furnishings and facility accountability; file maintenance; statistical reporting; and customer service (self-help) in a timely and effective manner.
- Be responsible for day-to-day on-site barracks coordination functions related to permanent party, unaccompanied personnel housing (UPH), involving furnishings and equipment; receipt and issues; repairs; inventories; hand receipts; storage and handling; and customer service (pickup and delivery).
- Formulate – and enforce through the chain of command – local regulations and policies relating to housing, using appropriate Department of the Army (DA), Department of Defense (DoD), or Congressional regulations, directives, policies and procedures pertaining to the operation and maintenance of unaccompanied personnel activities.
- Perform minor repairs and touchups or on-the-spot cleaning.
- Learn to enter, retrieve, and manipulate data using the Housing Operations Management System (HOMES) computer program.

- Perform operator maintenance on a Government-owned vehicle, in the event a Government-provided vehicle with gasoline to operate that vehicle is provided to contractor personnel.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The contractor must have:

- Knowledge of the operation of a personal computer to include Word, EXCEL, and PowerPoint.
- A valid state driver's license.
- The ability to carry out assigned work in accordance with simple instructions and sequences.
- Knowledge of regulations, administrative practices, and procedures related to management planning, budgeting, scheduling, and coordinating of the operation and utilization of bachelor housing assets assigned.
- Knowledge of, and skill in, the application of a wide range of Bachelor Housing coordination and administration principles, concepts, and methodology to a variety of complex work assignments involving the full-range of housing activities including operations and maintenance; financial administration; assignment utilization; up-grades and improvements; and furnishings and equipment coordination.

TASKS/SERVICES.

Task 9. Housing Inspection Services.

The contractor shall:

- Perform housing inspection services and collaborate with the facilities coordinator in routine task performance to achieve a variety of housing-related examinations and other services related to barracks rooms and the accomplishment of the assignment and termination processes.
- Locate, identify, and verify Government property items such as furnishings and appliances which are hand-receipted to barracks' occupants.
- Conduct joint inspections of buildings, rooms, furnishings, and grounds.
- Assess condition and identify real property maintenance requirements, other deficiencies, and degree of maintenance and other work needed to prepare quarters for re-occupancy.
- Provide aid during assignment inspections with the barracks' new occupants to conduct joint inventories of all Government property located on the premises of the barracks unit.
- Prepare for assignment inspections by reviewing building/room files to determine the current condition of barracks by reviewing historical data, extent of scheduled maintenance.

nance, and the type and condition of Government-provided furnishings, appliances, and equipment currently issued.

- Assemble inspection forms and other documents needed for inspection, using the Housing Operations Management System (HOMES) program to schedule inspections, input customer applications, and issue furnishing hand-receipts.
- Instruct occupants on barracks' standards, regulations, use of dayroom facility, and other mandatory requirements for maintenance and occupancy of barracks.
- Provide help during termination inspections.
- Determine responsibilities for damage to barracks units and or/furnishings; quantify and qualify nature and extent of liability for the outgoing soldiers.
- Issue final termination instructions and repossess keys; complete furnishings turn-in hand receipt and barracks' condition reports.
- Perform minor repairs and touchups or on-the-spot cleaning.
- Perform operator maintenance on a Government-owned vehicle, in the event a Government-provided vehicle with gasoline to operate that vehicle is provided to contractor personnel.
- Perform tasks to include, but not be limited to, the following: accepting and processing applications for barracks' spaces; preparing and issuing assignment or termination orders; scheduling appointments; and serving as information and telephone receptionist to include explaining housing policies and procedures.

CERTIFICATIONS, LICENSES, PHYSICAL REQUIREMENTS, OR OTHER EXPERTISE REQUIRED. The contractor must have:

- Basic knowledge of computer software and applications and the ability to work with the HOMES computer database (or the ability to learn same).
- A valid state driver's license.
- The ability to carry out assigned work in accordance with simple instructions and direction.
- Good communications skills and basic knowledge of commonly-used office and telephone procedures.

TASKS/SERVICES.

Task 10. Information Technology Support Services.

The contractor shall:

- Provide expert information technology (IT) support to UPH and DPW users in the use of all Microsoft operation systems and productivity suites.
- Serve as backup to network management personnel.
- Create new user accounts the network and exchange server.
- Collaborate with the networking staff and perform troubleshooting tasks.
- Maintain servers.
- Provide network analysis using in-house and commercial products.
- Provide desktop user support.
- Provide guidance to users in the use of software.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The contractor must have:

- The education, background, and experience in Microsoft operating systems and productivity suites to perform the tasks as delineated in this statement of work.
- The ability to learn to instruct users in the use of numerous non-Microsoft off-the-shelf products with minimal train-up time.

DELIVERABLES.

- Monthly Progress Report; due by 5th work day following the end of the preceding month; confirmed semi-annually
- Final Report; due 10 working days following project completion

PERIOD OF PERFORMANCE.

The period of performance is September 11, 2006 from September 10, 2007.

PLACE OF PERFORMANCE.

Unaccompanied Personnel Housing Division
 Directorate of Public Works
 US Army, Ft. Hood
 Fort Hood, TX 76544

OPERATIONAL HOURS.

Work will be performed 40 hours per week during normal business hours, 7:30 a.m. to 4:30 p.m., Monday-Friday, excluding Federal holidays normally; however, the work may involve evening

hours; and the contractor personnel may be on-call. On-call work, if such does occur, will be performed from 10 p.m. through 7:30 a.m., Monday through Friday, and for 24 hours on Saturday and Sunday.

For Task 8 (“Facility Coordination Services”) and Task 9 (“Housing Inspection Services”) work will be performed 25 hours a week, on a part-time basis from 5:00 p.m. until 10:00 p.m., Monday-Friday, excluding Federal holidays. The work will involve evening hours; and the contractor personnel will be on-call. On-call work will be performed from 10:00 p.m. through 7:30 a.m., Monday through Friday, and for 24 hours on Saturday and Sunday.

OVERTIME.

Overtime is ☒ is not ☐ authorized. The number of overtime hours allowed is 40 hours per period of performance. Overtime hours are required to respond to emergencies, unusually heavy workloads, and unexpected situations that may occur due to unforeseen maintenance or service requirements.

SAFETY ISSUES.

- Safety issues for contractor personnel involved in maintenance and labor services support involve the following:
 - The contractor personnel very frequently lift, position, and carry items weighing from 20 to 50 pounds. Items weighing to exceed 50 pounds are normally lifted by more than one person, or moved with mechanical devices. Work involves prolonged standing on concrete floors, stooping, climbing of utility ladders, and working in cramped or awkward positions.
 - Contractor personnel will be working on job work sites, area shops, and other locations. When working at outdoor sites, the contractor may be exposed to regular and recurring adverse weather conditions, temperature extremes, and rapid changes in wind shift.
 - Work is performed in basements, on roofs, and machine areas frequently on-site or out-of-doors subject to inclement weather conditions. Work environment includes exposure to intermittent noise, dust and dirt, grease and oils, and use of chemical solvents that have known risk factors on job work sites, area shops, and other locations. When working with, or around, these chemicals the contractor may be adversely exposed if proper safety precautions are not observed.
 - Posted safety hazards include eye, foot and hearing hazardous areas. Safety equipment to include safety toed shoes, gloves, protective aprons, safety glasses, ear plugs and hearing protective devices are issued for hazard abatement, required for use during each actual exposure to hazardous working conditions.
- Safety issues for contractor personnel involved in facilities coordination and administration services and housing inspection are:

- The work described herein may be performed in an office setting (which requires the usual safety precautions that need to be taken in office settings such as hallways, conference rooms, etc.) or on-site during housing inspections. The contractor may be exposed to inclement weather during inspections, and the inspections will be carried out during evening hours, exposing contractor to hazardous conditions caused by lighting situations and by the inspection sites themselves. Some work may involve minor repairs and on-the-spot cleaning which may expose the contractor to injury from tool use or from exposure to cleaning solutions and solvents.
- The contractor is required to wear appropriate protective clothing and/or equipment during performance of tasks requiring such measures.
- The contractor employee will walk, stoop, and bend for long periods of time; and, at times, the contractor will lift, carry, and move objects weighing up to 50 pounds.
- Safety issues for contractor personnel involved in office work are as follows:
 - The work described herein is primarily sedentary, performed in an office setting. Some walking will be required throughout the workplace facilities and at work sites. The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as conference rooms or office spaces. There are no unusual physical demands, though the contractor may occasionally lift or move files and documents or other materials that may weigh up to 15 pounds.

GOVERNMENT-FURNISHED EQUIPMENT, BADGE, KEYS AND/OR FACILITIES PROVIDED.

- The Government will provide contractor personnel performing office-related tasks with an office environment typically provided to Government personnel that includes workstations, facsimile, telephones, copiers, and computers with relevant software and with access to the Internet and local area network (LAN).
- The Government will provide contractor personnel performing maintenance and labor tasks with the necessary supplies, spare and repair parts, and the facilities necessary to carry out routine tasks.
- When required for task performance, the Government will provide contractor personnel with a Government-owned vehicle, when possible, for travel around the work site.

CONTRACTOR-FURNISHED EQUIPMENT.

- The contractor will provide contractor personnel with minimum safety equipment as required by OSHA regulations (personal protective gear such as safety boots, safety glasses, and hard hats) as required for work environment at no cost to the Government.
- On a contingency basis, the contractor may be required to supply contractor personnel with two-way radios that are compatible with the two-way radio service used by the DPW.
- The contractor shall furnish each contractor employee or representative with a distinctive security (ID) badge, which shall be worn and displayed in a conspicuous place while physically on the installation and during attendance at Government meetings and confer-

ences that take place outside of the Government facility prior to that person beginning work. At a minimum, this identification card shall be numbered serially, show the contractor's name, the employee name, his/her photograph, job title, and the contract number. Additionally, contractor employees shall not wear any part of a current authorized military uniform while performing work under the contract.

- Contractor personnel will identify themselves as a contract employee when answering or placing calls on a Government telephone and when leaving outgoing and incoming messages on voice mail. The use of acronyms in this identification is insufficient to meet the requirement.
- When contractor personnel send e-mail messages as part of contract performance, or otherwise relating to contract matters, each sender will include his/her first and last name, applicable e-mail address, and the full name of the individual's employer.

REIMBURSABLE EXPENSES (TRAVEL, CONFERENCES, TRAINING, EQUIPMENT OR MATERIALS, ETC.).

Travel or other reimbursable expenses are ☒ are not ☐ required. The contractor will be required to travel to locations on Fort Hood in support of the tasks as described in this statement of work. A Government-provided vehicle with the gasoline to operate that vehicle may be provided. However, the contractor may be required to operate a personally-owned vehicle (POV) in lieu of a Government vehicle; therefore the contractor will incur travel expenses requiring reimbursement. Prior to incurring any travel expenses, contractor personnel must obtain written authorization from the Project Officer that approves approximate travel, dates, expected duration, origin and destination, purpose, estimated costs and the number and names of personnel traveling. Contractor expense reports shall be prepared and processed in accordance with the Federal Travel Regulation (FTR). Materials and subcontracts will be reimbursed at actual cost, including allocable material handling costs, as applicable, in accordance with FAR 52.232-7 – PAYMENTS UNDER TIME-AND-MATERIALS AND LABOR-HOUR CONTRACTS.

SECURITY CLEARANCE/POLICE CHECK/DRIVING RECORD CHECK.

Work under this task order is ☒ UNCLASSIFIED ☐ SECRET ☐ TOP SECRET; however all employees and contractor employees working at Fort Hood are required to undergo a National Agency Check or its equivalent. The contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures during the performance of this task order. The contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, Privacy Act data, and Government personnel work products that are obtained or generated in the performance of this task order. If necessary, the contractor will be required to provide clearances for personnel requiring access to Government computers and workstations.

TASK TYPE.

☒ Time-and-Materials (T&M)

A T&M contract provides for acquiring supplies or services on the basis of:

- (1) Direct labor hours at specified fixed hourly rates that include wages, overhead, general and administrative expenses, and profit; and
- (2) Materials at cost including, if appropriate, material handling costs as part of material costs. "Materials" includes charges such as travel and background checks and any other direct cost (ODC) in addition to labor hours.

NON-PERSONAL SERVICE STATEMENT.

Contractor employees performing services under this order will be controlled, directed and supervised at all times by management personnel of the contractor. The contractor's management shall ensure that employees properly comply with the performance standards outlined in the Quality Assurance Surveillance Plan (QASP). Actions of contractor employees may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the U.S. Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

GOVERNMENT PROJECT OFFICER.

The Government Project Officer will provide general instructions on limitations and deadlines, and is responsible for administration of the task order in compliance with the contract to include inspection and acceptance of deliverables.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

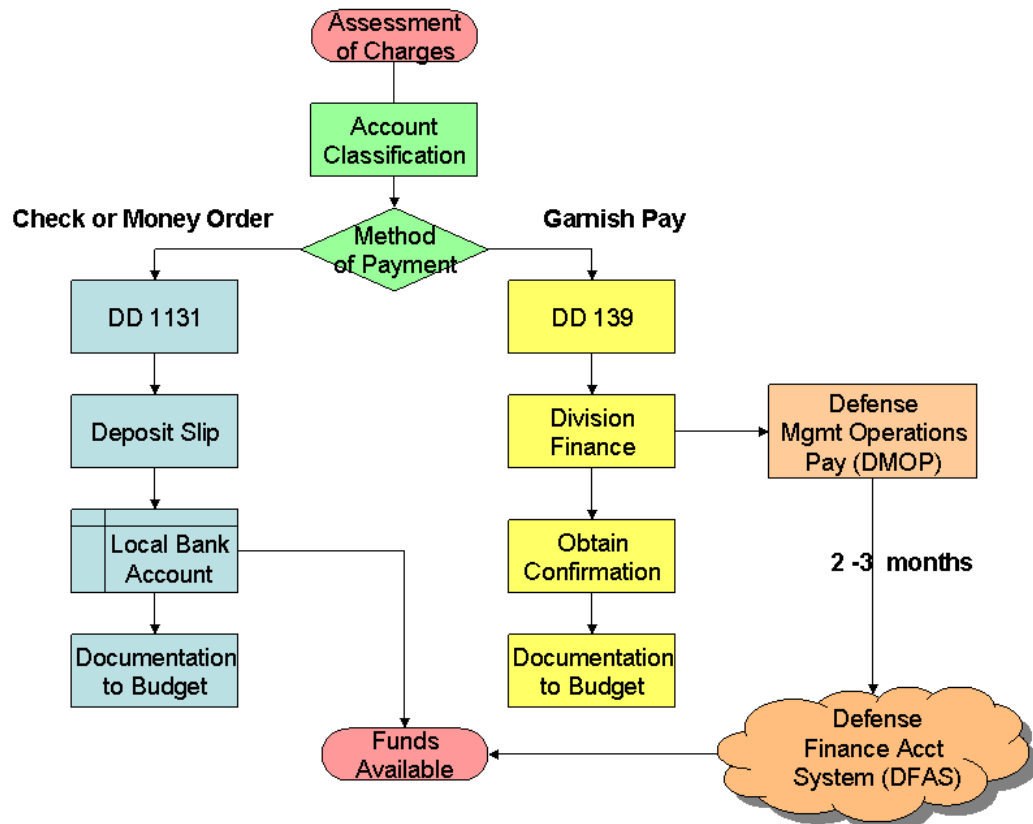
Task Order or Quote Number: Q009305

Skill Category: Unaccompanied Personnel Housing Support Services

See Project Officer Guidelines for assistance in completing this worksheet

Deliverable	Performance Standard	Acceptable Quality Level	Method Used/Frequency	Compliance Level/Date
1. Monthly Progress Report	Submission of progress report; due by 5 th work day following the end of the preceding month	100%	Customer review/semi-annually	
2. Final Report	Submission of final report; due 10 working days after project completion	100%	Customer review/after project completion	
3.				
4.				
5.				
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7.				
8.				
9.				
10.				
11.				
12.				

Agency Project Officer Signature/Date: _____ FedSource Contracting Official Signature/Date: _____

Appendix 8.3 - Flow diagram for returning funds from statements of charges**Damage Collection Flow Chart**

Appendix 8.4 - Policy Letters

Assignment Policy for Geographical Bachelors.pdf
BAH Policy for SSGs.pdf
Billeting of Bachelor Personnel.pdf
Elimination of Linen.pdf
HQDA Geographical Bachelor Housing Assignment Policy.pdf
Pregnant Soldier Policy.pdf
Single Soldier Quarters Living Standards (New Draft).doc
Single Soldier Quarters Living Standards.pdf



DEPARTMENT OF THE ARMY
HEADQUARTERS, III CORPS AND FORT HOOD
1001 761ST TANK BATTALION AVENUE
FORT HOOD, TEXAS 76544-5000

REPLY TO
ATTENTION OF

IMSW-HOD-PWH

08 SEP 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Unaccompanied Personnel Housing Assignment Policy for Geographical Bachelors

1. PURPOSE: To implement procedures for temporary assignment of Geographical Bachelors (GEOs) to Unaccompanied Personnel Housing (UPH) on Fort Hood.

2. REFERENCE:

a. Army Regulation (AR) 210-50, Housing Management, 3 Oct 05, which outlines policy regarding management of UPH.

b. Assistant Chief of Staff for Installation Management (ACSIM) Memorandum, Housing Assignment Policy for Voluntarily Separated Persons (Geographical Bachelors), 10 Jun 05. Paragraph 1d indicates the Garrison Commander is responsible for identifying geographical bachelors assigned to UPH and ensuring policy implementation. The Garrison Commander retains the authority to identify, assign key and essential personnel to UPH, and approve exceptions to this policy.

3. FORT HOOD POLICY:

a. Army Reserve and National Guard Geographical Bachelors are authorized assignment to UPH as they are here for training, mobilization, and demobilization. TDY Soldiers training at Fort Hood will have orders indicating they are authorized assignment to UPH.

b. Active Duty GEOs redeploying may be authorized UPH space for up to 21 days (**if space is available**).

c. Active Duty GEOs are not authorized assignment to permanent party barracks. Exceptions to this policy must be approved by the Garrison Commander, per ACSIM memo, 10 Jun 05, subject: Housing Assignment Policy for Voluntarily Separated Persons (Geographical Bachelors), para 1.d, attached as enclosure.

4. PROCEDURES FOR EXCEPTIONS TO POLICY:

IMSW-HOD-PWH

SUBJECT: Unaccompanied Personnel Housing Assignment Policy for Geographical Bachelors

a. Redeploying GEOs must terminate their UPH space no later than the 22nd day of occupancy or provide an approved exception to policy for extension from the Garrison Commander. Unit commanders are held responsible for ensuring GEOs clear assigned UPH spaces in a timely manner. Extensions must be approved by the Garrison Commander prior to the original termination date.

b. All GEOs requests for exception to policy (ETP) must be signed by a COL (O-6 in GEOs Chain of Command) or above and submitted to the Directorate of Public Works (Real Property Planning Division, Bldg 4612A) for staffing/processing and approval by the Garrison Commander.

c. ETP requests will be considered on a case-by-case basis. However, this will not result in a single soldier being forced to move off the installation. Minimum standards of adequacy do not apply for housing GEOs (i.e. two NCOs may be housed in a room or up to four GEOs may be placed in a room).

d. Prior to assignment to UPH space, GEOs will be advised in writing that they may be required to vacate UPH if space is needed to house bonafide bachelor personnel.

e. GEOs will be tracked by barracks utilization report (BUR) and will not be included in the utilization percentage.



VICTORIA M. BRUZESE
COL, EN
Commanding



JOSEPH ANDERSON
Colonel, GS
Chief of Staff

Encl

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DEPARTMENT OF THE ARMY
ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT
600 ARMY PENTAGON
WASHINGTON DC 20310-0600

DAIM-ZA

09 MAR 2005

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Authorization for Staff Sergeants (SSG) to Receive Basic Allowance for Housing (BAH) and Reside Off Post in the 50 United States

1. Effective immediately, the Secretary of the Army has approved a change to the Army's mandatory assignment policy in the United States for single Soldiers in the grade of Staff Sergeant (E6):
 - a. Single Soldier's at the rank of SSG and above stationed in the United States are authorized to move off post and receive BAH at the without dependent rate.
 - b. Single SSGs may compete for installation Senior Enlisted Bachelor Quarters previously identified for single Sergeant First Class (SFC) and above where assets exist on the installation.
 - c. Applicable personnel, housing, finance and installation regulations will be revised accordingly.
 - d. Adequate BAH, Basic Allowance for Subsistence (BAS), household goods movements, and dislocation allowances will be programmed in the Program Objective Memorandum for Single Staff Sergeant troop strength.
2. Exceptions to this policy are stated below:
 - a. Staff Sergeants may elect to remain in enlisted barracks for the duration of their current tour. Upon reassignment to a new duty station in the United States, SSG's will receive BAH at the without dependent rate and be required to reside off post at the new duty station.
 - b. Key and Essential personnel required to live on post will be determined by the local command.
3. Setting up household costs and household goods movement reimbursements:
 - a. Soldiers who currently reside in government quarters and elect to move off post at the current duty station will incur household goods movement at their own expense. A government paid move or reimbursement is not authorized.

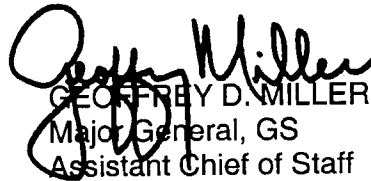
DAIM-ZA

SUBJECT: Authorization for Staff Sergeants (SSG) to Receive Basic Allowance for Housing (BAH) and Reside Off Post in the 50 United States

b. If required to vacate government quarters at the directive of the Government (e.g., because of repairs or renovations of enlisted barracks, troop surges, etc.), Soldiers in the rank of SSG will remain off post for the duration of their tour and costs for moves directed at the convenience of the Government will be borne by the Government.

4. All affected Soldiers will plan accordingly and unit counseling should occur prior to moving off post or permanent change of station. Soldiers will process through their local Community Housing Relocation and Referral Services (CHRRS) office to locate suitable off post rentals or for home purchases, and the local finance and accounting support office for assistance.

5. The point of contact for this action is Mr. George Lloyd at (703) 601-2511 or email george.lloyd@hqda.army.mil.


GEOFFREY D. MILLER
Major General, GS
Assistant Chief of Staff
for Installation Management

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FORCES COMMAND (AFEN)
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US ARMY MILITARY ENTRANCE PROCESSING COMMAND (MEPCF)
US ARMY PACIFIC (APEN)
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US ARMY SPACE AND MISSILE DEFENSE COMMAND (SMDC-EN-1)
US ARMY SPECIAL OPERATIONS COMMAND (AOEN)

DAIM-ZA

SUBJECT: Authorization for Staff Sergeants (SSG) to Receive Basic Allowance for Housing (BAH) and Reside Off Post in the 50 United States

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DIRECTOR, INSTALLATION MANAGEMENT AGENCY (SFIM-Z IMA)

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DIRECTOR, NORTHEAST REGION OFFICE (SFIM-NE RO)

DIRECTOR, NORTHWEST REGION OFFICE (SFIM-NW RO)

DIRECTOR, PACIFIC REGION OFFICE (SFIM-PA RO)

DIRECTOR, SOUTHEAST REGION OFFICE (SFIM-SE RO)

DIRECTOR, SOUTHWEST REGION OFFICE (SFIM-SW RO)

US ARMY INFORMATION SYSTEMS ENGINEERING COMMAND (AMSEL-IE-DE),

1435 PORTER STREET, SUITE 200, FT DETRICK, MD 21702-5047

US ARMY CORPS OF ENGINEERS (CECW-EI), 441 G STREET, N.W.,

WASHINGTON, DC 20314-1000

US ARMY CORPS OF ENGINEERS ENGINEERING & SUPPORT CENTER HUNTSVILLE

(CEHNC-IM), PO BOX 1600, HUNTSVILLE, AL 35806



DEPARTMENT OF THE ARMY
HEADQUARTERS, III CORPS AND FORT HOOD
1001 761ST TANK BATTALION AVENUE
FORT HOOD, TEXAS 76544-5000

REPLY TO
ATTENTION OF

IMSW-HOD-PW

07 JUN 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Billeting of Bachelor Personnel

1. **PURPOSE:** To implement procedures for issuance of Certificates of Non-availability (CNAs) for Unaccompanied Personnel Housing (UPH) on Fort Hood.

2. **REFERENCE:** Army Regulation (AR) 210-50, Housing Management, 3 Oct 05.

a. Army Regulation 210-50, outlines policy regarding housing of bachelor personnel and issuance of CNAs for single enlisted Soldiers (E1-E5).

b. Failure to enforce existing Department of the Army (DA) policy results in an unnecessary expenditure of funds.

c. Fort Hood Policy is outlined below:

(1) Staff Sergeants (SSG), and above, are entitled to receive Basic Allowance for Housing (BAH) and reside off-post.

(2) Garrison Commander designates the Directorate of Public Works (DPW) as the approval authority for all CNAs.

(3) Issuance of CNAs is based on a UPH utilization rate of 95 percent, or above, at the brigade level.

(4) For special circumstances requiring exceptions to AR 210-50, an exception to policy (ETP) request will be submitted to the DPW (Real Property Planning Division, Bldg 4612, Room 44). The ETP must include a justification to deviate from current policy.

3. PROCEDURES FOR ISSUANCE OF CNA STATEMENTS:

a. If, at the brigade level, utilization of assigned UPH assets exceeds the 95 percent occupancy rate, or there is serious overcrowding (more than two Soldiers residing in a room), a request for CNA can be submitted to the DPW (Real Property Planning Division, Bldg 4612, Room 44) for validation, approval, and issuance of CNAs. The request will be submitted by the Brigade Commander and must include original documentation (DA 4187, DA 5960), justification, and current barracks utilization report. Each request must indicate the effective BAH start date.

b. Pregnancy requires authorization to reside off post in accordance with Fort Hood Regulation 600-24.

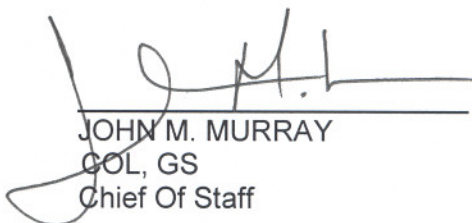
IMSW-HOD-PW

SUBJECT: Billeting of Bachelor Personnel

4. The DPW will forward a quarterly review of all authorized CNAs to the MSCs to verify which Soldiers are still assigned, have PCS'd, or have moved back into the barracks. Unwarranted and/or inappropriate issuance of CNAs must be eliminated.
5. Consolidated UPH reports (including Soldiers' names, ranks, dependent status and utilization rate), from the MSCs, or separate units occupying barracks space, will be prepared monthly. These reports will be due to DPW, Real Property by the 15th of each month.
6. EXPIRATION: This Command Policy Memorandum supersedes Command Policy Memorandum DPW-02, 11 Aug 04, and Deputy Commander Memorandum, subject: Fort Hood Barracks Overflow Planning, 10 Jan 05, and will remain in effect until superseded or rescinded.
7. The DPW point of contact is Kirk A. Marek, (254) 287-3955.



VICTORIA M. BRUZESE
COL, EN
Commanding



JOHN M. MURRAY
COL, GS
Chief Of Staff

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DEPARTMENT OF THE ARMY
ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT
600 ARMY PENTAGON
WASHINGTON, DC 20310-0600



REPLY TO
ATTENTION OF

DAIM-FDH

15 JUL 2002

MEMORANDUM FOR SEE DISTRIBUTION:

SUBJECT: Elimination of Linen For Unaccompanied Permanent Party Personnel Living in Barracks

1. References:

- a. AAA Audit Report 97-163 Linen Management.
- b. ACSIM memo 18 September 1997, Subject: AAA Audit 97-163 Linen Management and 97-166 Troop and Family Housing Furnishings.

2. Reference 1a made the following recommendations:

- a. Eliminate the authorizations for sheets, pillowcases, blankets, bedspreads, comforters and pillows for permanent party personnel housed in barracks. Personnel in trainee status are still authorized these items. Commanders are authorized to maintain a stock of linen for issue to personnel while in a transient status or at their discretion for extraordinary circumstances.

- b. Reduce the scope of laundry services related to linen for permanent party personnel.

- c. Eliminate the requirement to maintain property book accountability of linen.

3. In Sep 97, ACSIM issued policy guidance (ref 1b) to incorporate these functional changes. It has come to our attention that there is still some confusion regarding our intent and that not all installations have implemented these changes.

4. There are no new conditions that would cause us to consider changing the previously issued guidance. Therefore, the original policy remains in effect. Installations should take immediate action to eliminate the authorization of linens for unaccompanied permanent party personnel except as listed in 2a above. Commanders can also issue linen to permanent party soldiers who elect not to purchase their own and request government issued linens. Providing linens will be on a request basis only and not a general issue item. BASOPs dollars will continue to be the source of funding for linens, specifically, the UPH Replacement Furnishings Account. This memorandum has been coordinated with both Army G4 and the Office of the Army Inspector General.

DAIM-FDH

SUBJECT: Elimination of Linen For Unaccompanied Permanent Party Personnel Living in Barracks

6. The point of contact for this action is Ms. Barbara Koerner, DSN 328-8480 or COM (703) 428-8480 or email Barbara.Koerner@hqda.army.mil.

7. Quality Facilities for Quality Soldiers!

FOR THE ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT:



JOHN B. NERGER
Director, Facilities and Housing

COMMANDER

US ARMY EUROPE AND SEVENTH ARMY, ATTN: AEAEN-HG

FORCES COMMAND, ATTN: AFPI-ENH

US ARMY TRAINING AND DOCTRINE COMMAND, ATTN: ATBO-GH

US ARMY MATERIEL COMMAND, ATTN: AMCEN-H

EIGHTH US ARMY, ATTN: FKEN-ESD

US ARMY PACIFIC, ATTN: APEN-CH

US ARMY MEDICAL COMMAND, ATTN: MCFA-H

US ARMY MILITARY DISTRICT OF WASHINGTON, ATTN: ANEN-HD

MILITARY TRAFFIC MANAGEMENT COMMAND, ATTN: MT-LOF

US ARMY SOUTH, ATTN: SOEN

SUPERINTENDENT, US MILITARY ACADEMY, ATTN: MAEN-H



DEPARTMENT OF THE ARMY
ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT
600 ARMY PENTAGON
WASHINGTON DC 20310-0600

DAIM-ZA

10 JUN 2005

MEMORANDUM FOR SEE DISTRIBUTION

**SUBJECT: Housing Assignment Policy for Voluntarily Separated Persons
(Geographical Bachelors)**

1. Effective immediately, the Secretary of the Army has approved a change to the Army's Unaccompanied Personnel Housing (UPH) assignment policy for geographical bachelors:

a. Soldiers entitled to basic allowance for housing at the "with dependent" rate, who are voluntarily separated from their family members, are not authorized assignment to permanent party UPH in the continental United States, Hawaii and Alaska.

b. This policy effects all permanent party UPH categories and all ranks.

c. Implementation will occur through attrition whether caused by Permanent Change of Station (PCS) orders, renovations, deployment, or for the convenience of the Government as determined by the local command. All Soldiers effected by this policy will be afforded at least a 30-day notice to terminate quarters.

d. The Garrison Commander is responsible for identifying geographical bachelors assigned to UPH and ensuring policy implementation. The Garrison Commander retains the authority to identify, assign key and essential personnel to UPH and approve exceptions to this policy.

e. Additional housing allowances, government paid moves for household goods or other housing related reimbursements are not authorized for execution of this policy change.

f. Applicable housing and installation regulations will be revised accordingly.

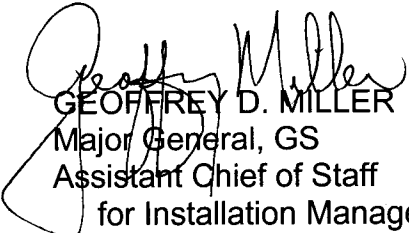
2. All effected Soldiers should plan accordingly and unit counseling should occur prior to moving off post or PCS. Soldiers will process through their local Community Housing Relocation and Referral Services office to locate suitable off post rentals or for home purchases.

DAIM-ZA

SUBJECT: Housing Assignment Policy for Voluntarily Separated Persons
(Geographical Bachelors)

3. This policy change supports the Holistic Barracks Strategy initiative, ensuring housing entitlements for single Soldiers can be met and all permanent UPH facility categories match the identified permanent party housing requirements. This is also a change in Army culture that has been in existence for many years. The Assistant Chief of Staff for Installation Management and the Installation Management Agency are working on methods to assist Soldiers in this transition.

4. The point of contact for this action is Ms. Vernona D. Aslim at (703) 601-3578 or email: vernona.aslim@hqda.army.mil.



GEOFFREY D. MILLER
Major General, GS
Assistant Chief of Staff
for Installation Management

DISTRIBUTION:

COMMANDER

EIGHTH US ARMY (EAEN)
FORCES COMMAND (AFEN)
MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND (SDG4-FE)
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US ARMY PACIFIC (APPE)
US ARMY RECRUITING COMMAND
US ARMY SPACE AND MISSILE DEFENSE COMMAND
US ARMY SPECIAL OPERATIONS COMMAND
US ARMY TRAINING AND DOCTRINE COMMAND
US ARMY TEST AND EVALUATION COMMAND
SUPERINTENDENT, US MILITARY ACADEMY

DAIM-ZA

SUBJECT: Housing Assignment Policy for Voluntarily Separated Persons
(Geographical Bachelors)

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HQDA (DAPE-ZA)

COMMANDER, U.S. ARMY MEDICAL RESEARCH AND MATERIEL COMMAND (MRMC-FRS)

DIRECTOR, INSTALLATION MANAGEMENT AGENCY (IMAH-PWD-H)

DIRECTOR, EUROPE REGION OFFICE (IMEU-PWD-H)

DIRECTOR, KOREA REGION OFFICE (IMKO)

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DIRECTOR, SOUTHWEST REGION OFFICE (IMSW)

COMMAND POLICY
CSM-02

AFZF-CSM

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Single Soldier Quarters Living Standards

1. REFERENCE.

- a. FORSCOM Policy Memorandum CG-02-04, 15 October 2006.
- b. Army Regulation 600-63, Army Health Promotion, 28 April 1996.
- c. Army Regulation 600-20, Army Command Policy, 7 June 2006.
- d. Fort Hood Regulation 190-11, Weapons, 15 August 1999.
- e. Fort Hood Memorandum, Unaccompanied Personnel Housing Assignment Policy for Geographical Bachelors, 8 September 2006

2. APPLICABILITY. This policy applies to all Soldiers on Fort Hood.

3. ENFORCEABILITY. This policy is punitive. Military personnel who fail to comply with this policy are subject to judicial or nonjudicial disciplinary action under the Uniform Code of Military Justice or appropriate administrative action.

4. POLICY. Soldiers, regardless of marital status, deserve to be treated with dignity and respect and allowed to live in a clean, healthy, and safe environment. This environment must provide privacy and comfort, as well as a predictable living standard regardless of the installation or unit of assignment. As Soldiers are assigned to a barracks room area, the chain of command has an inherent responsibility to ensure proper living standards and conditions are maintained. As such, we must be involved to the degree necessary. There are no arbitrary limits to this involvement, nor are there any specified numbers of inspections, visits, or checks to be done. The chain of command determines the amount of time needed to discharge its responsibilities in this area. This policy reinforces the importance of our noncommissioned officer (NCO) leadership in the daily care and supervision of subordinates, as well as the responsibility of all leaders to know, to clearly define, and to reinforce single Soldier living standards.

Fort Hood is transitioning to the Centralized Barrack Management concept. The responsibility for the management and assignment of barracks rooms belongs to the Directorate of Public Works.

a. Assignments. Soldiers will be assigned a room in accordance with this policy. When two or more Soldiers are assigned to one room, smoking, and nonsmoking preferences will be used to determine the assignment of rooms. Smokers and nonsmokers will not be housed in the same room. Priority for Single enlisted Quarters space will go to the bona fide bachelors. Senior NCOs who draw Basic Allowance for Housing (BAH) at the "without dependents" rate will not be housed in the barracks. Geographical bachelors will be housing in the barracks in accordance with Reference E.. Geographical bachelors are those Soldiers who are unaccompanied by family members because of personal reasons. Sponsor personnel are those individuals entitled to BAH differential who are single, divorces, or legally separated, or otherwise required to provide support for at least one other person. Sponsor personnel may reside in single Soldier quarters if space is available. This provision does not limit the commander's inherent authority to order Soldiers to move into the barracks for the commander's purposes. A commander at any level may order a Soldier who is restricted to the unit area to reside in the barracks for the duration of the restriction, regardless of the marital status of the Soldier. Similarly, Soldiers involved in spouse/child abuse may be ordered to move into the barracks, regardless of their marital status. In the event an NCO is ordered to move into the barracks, single Soldiers will not be displaced to provide NCO with a private room.

b. Occupancy. The goal is two Soldiers per room (SPC and below). Noncommissioned Officers (SGT) will have single rooms. To accommodate this requirement, administrative and logistical spaces in barracks rooms should be consolidated, squad/platoon Command Posts eliminated, and storage spaces realigned. If the number and rank mix of a unit's Soldiers prevent meeting the requirement, NCOs should be put two to a room before putting three Soldiers in a room.

c. Room configuration. Soldiers are not required to maintain rooms in a standard configuration. Rooms may be arranged to allow the Soldiers a degree of personal freedom, eliminating uniformity standards, but emphasizing cleanliness, safety, and proper accountability. This freedom allows for microwaves (in accordance with post regulations), telephones, and computers (as trunking is available), civilian blankets, shower curtains, bedcovers, and other features normally found in government or private homes. Soldiers may hang framed pictures on their walls. Posters need not be framed, but special care will be used in hanging posters, ensuring that walls are not damaged. Soldiers should use poster tape or fun tack (adhesive putty) to hang posters on walls. Duct tape, OD green (100 mph) tape and similar adhesive will not be used on windows, walls, or doors, as it causes paint to peel or leaves a residual glue when removed. Wall hanging boards and tacks will be used when available. All pictures and posters will be in good taste and not offensive in nature. Commanders are reminded of their authority and responsibilities in accordance with paragraph 4-12, AR 600-20 to prohibit the display in billets of symbols, flags, posters, or other materials relating to extremist

groups or activities to ensure good order and discipline. Pictures that show male or female genitalia will not be displayed.

d. Inspections. Commanders retain the authority to conduct legal searches and health and welfare inspections. Enforcing standards, caring for Soldiers, and identifying shortfalls in the function of appliances and plumbing in the rooms, safety, or living standards are among the most important responsibilities of commanders and the NCO Corps. Daily room checks are not required. Commanders will use their discretion in balancing the maintenance of standards while treating Soldiers with respect. Generally, new Soldiers should be checked or inspected daily until the NCO responsible for that Soldier can make an accurate assessment of the Soldier's adherence to standards. Soldiers are not required to be present during these checks. Soldiers are normally present during legal searches and health and welfare inspections. Layout inspections of TA-50 will not be conducted in the barracks.

e. After Hour Details. "Hey-you" details are prohibited. A duty roster will be maintained inclusive of all eligible Soldiers subject for duty. Unanticipated requirements will be fulfilled per duty roster regardless of whether the Soldier lives on or off post.

f. Alcohol. Normally, there will be no restrictions on types or amounts of alcohol Soldiers may possess in the barracks room provided they are 21 years of age or older. This policy is not meant to glamorize or encourage the use of alcohol, but is only an effort to realign privileges with counterparts residing off post and in government quarters. Programs and education oriented towards deglamorization of alcohol and emphasis on health and safety risks will be continued. Commanders may restrict Soldiers from possessing alcohol in the billets based on alcohol or drug related incidents or if a Soldier demonstrates a pattern of irresponsible behavior. When a Soldier's privilege to possess alcohol in the barracks is restricted, the unit chain of command will counsel that Soldier in writing. The counseling will address, at a minimum, why action is being taken, the duration of the action, and the conditions that must be met to regain the privilege.

g. Visitation and Quiet Time. With limited restrictions, Soldiers residing in the barracks may have visitors of either gender. When more than one Soldier resides in the room, they must jointly agree to visitation prior to the visit. The rights of privacy always take precedence over visitation. Soldiers in barracks must be afforded private time during each day when no visitors are present. All visitors must be signed in at the unit Charge of Quarters (CQ) desk before entering Soldiers' rooms. Quiet time is meant to establish hours that allow Soldiers to have a reasonable expectation of a relatively quiet state in the barracks. During quiet time hours, Soldiers must be allowed to rest and sleep undisturbed by noise from barracks area activities. The following restrictions apply:

(1) Hours of visitation and quiet time:

(a) Duty days before duty days:

- Visitation 1700 – 2200
- Quiet Time 2200 – 0500

(b) Duty days before non-duty days:

- Visitation 1700 – 2400
- Quiet Time 2400 – 0800

(c) Non-duty days before non-duty days:

- Visitation 1200 – 2400
- Quiet Time 2400 – 0800

(d) Non-duty days before duty days:

- Visitation 1200 – 2200
- Quiet Time 2200 – 0500

(2) Any non-military visitor under the age of 18 years and not a member of the Soldier's immediate family (brother, sister, or spouse) must be accompanied by a legal parent or guardian.

(3) Soldiers are responsible for their visitors' actions in the barracks. Units will maintain a visitors' log at each CQ location. Soldiers having visitors will ensure that their visitors are properly signed in and out at the CQ. Unit commanders will maintain the visitors' log and review it daily along with the duty log.

(4) Cohabitation is strictly prohibited. Visitors may not take up even short-term residence in the barracks. There will be no overnight visits in the barracks rooms.

h. Change of Quarters. The chain of command is responsible at all times for the safety, security, and environment that their Soldiers live in. The minimum standard is a CQ for every barracks building. Commanders may require every unit to have a CQ or increase the number of CQs in buildings based on assessments and building design. CQs will not watch television, listen to radios, or play video games while on duty. Instead, they will stay alert, make their required checks, and follow their CQ instructions. First sergeants will ensure CQs are thoroughly briefed on their duty to ensure their understanding and compliance. The CQ will brief the first sergeant on the events of the duty prior to being released. Additionally, commanders will establish a process to ensure billets are checked after normal duty hours. Traditionally, our NCOs have taken the lead in how their Soldiers are living; this policy does not change that historical tie between the NCO and those in his/her charge.

i. Pets. No pets, included caged animals, are allowed in the barracks. Reasons for this restriction include consideration for roommates, disposition, and care upon deployment, and humane care for pets, among others. Aquariums containing fish are allowed if roommates agree. Units must have deployment disposition plans in place.

j. Privately owned weapons. Privately owned weapons and ammunition will not be stored or allowed in the barracks at any time. Soldiers must register weapons with the Provost Marshal and store them in the arms room. Soldiers must comply with the requirements of Fort Hood Regulation 190-11.

k. Education and training. This policy requires maximum effort by the chain of command and every Soldier. It does not reduce a leader's responsibilities for the discipline of Soldiers or the care of facilities and equipment. Leaders at all levels must know how their Soldiers live both on and off post and are at all times responsible for the health, welfare, and security of our Soldiers. This policy increases individual responsibility and recognizes that the majority of our Soldiers are mature, responsible, and accountable for their actions.

5. EXPIRATION. This Fort Hood Command Policy Memorandum supersedes the 5 April 2004 policy and will remain in effect until superseded or rescinded.

RAYMOND T. ODIERNO
Lieutenant General, USA
Commanding

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IAW FH Form 1853: A



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, III CORPS AND FORT HOOD
1001 761ST TANK BATTALION AVENUE
FORT HOOD, TEXAS 76544-5000

COMMAND POLICY
CSM-02

AFZF-CSM

25 OCT 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Single Soldier Quarters Living Standards

1. REFERENCE.

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- b. Army Regulation 600-63, Army Health Promotion, 28 April 1996.
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AFZF-CSM

SUBJECT: Single Soldier Quarters Living Standards

a. Assignments. Soldiers will be assigned a room in accordance with this policy. When two or more Soldiers are assigned to one room, smoking, and nonsmoking preferences will be used to determine the assignment of rooms. Smokers and nonsmokers will not be housed in the same room. Priority for Single Enlisted Quarters space will go to the bona fide bachelors. Senior NCOs who draw Basic Allowance for Housing (BAH) at the "without dependents" rate will not be housed in the barracks. Geographical bachelors will not be housed in the barracks unless approved by the first colonel (O6) commander in the chain of command. Geographical bachelors are those Soldiers who are unaccompanied by family members because of personal reasons. Sponsor personnel are those individuals entitled to BAH differential who are single, divorced, or legally separated, or otherwise required to provide support for at least one other person. Sponsor personnel may reside in single Soldier quarters if space is available. This provision does not limit the commander's inherent authority to order Soldiers to move into the barracks for the commander's purposes. A commander at any level may order a Soldier who is restricted to the unit area to reside in the barracks for the duration of the restriction, regardless of the marital status of the Soldier. Similarly, Soldiers involved in spouse/child abuse may be ordered to move into the barracks, regardless of their marital status. In the event an NCO is ordered to move into the barracks, single Soldiers will not be displaced to provide NCO with a private room.

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SUBJECT: Single Soldier Quarters Living Standards

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SUBJECT: Single Soldier Quarters Living Standards

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AFZF-CSM

SUBJECT: Single Soldier Quarters Living Standards responsibilities before assuming

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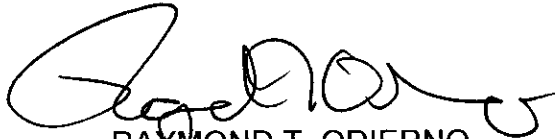
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k. Education and Training. This policy requires maximum effort by the chain of command and every Soldier. It does not reduce a leader's responsibilities for the discipline of Soldiers or the care of facilities and equipment. Leaders at all levels must know how their Soldiers live both on and off post and are at all times responsible for the health, welfare, and security of our Soldiers. This policy increases individual responsibility and recognizes that the majority of our Soldiers are mature, responsible and accountable for their actions.

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5. EXPIRATION. This Fort Hood Command Policy Memorandum supersedes the 5 April 2004 policy and will remain in effect until superseded or rescinded.

A handwritten signature in black ink, appearing to read "Ray Odierno", written over the printed name.

RAYMOND T. ODIERNO
Lieutenant General, USA
Commanding

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Appendix 8.5 – Standard Operating Procedures

Daily Operations SOP.doc
List of Reports.xls
Misc Team SOPs.doc
Sample CBM Weekly Report.doc

***C*entralized *B*arracks *M*anagement**

Standard Operating Procedures

Fort Hood, Texas

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Purpose

To provide guidance to the CBM team in managing and maintaining rooms that are comfortable, adequate, and clean for single Service Members by using the following standard operating procedures. In doing so, the Fort Hood Centralized Barracks Management (CBM) team will provide excellent customer service by implementing our CBM R.A.C.K.E.T motto:

Rooms **A**ssigned **C**lean **K**ept **E**very **T**ime!

Daily Operations include:

- Assign and terminate barracks spaces
- Key Management
- Clearing of Service Member's through the Central Clearance
- Collecting for damages
- Update and report the Barracks Utilization Report (BUR) and the Graphical Assignment Report (the "grid")/Report the weekly statistics
- Identify unserviceable furnishings and arrange for an exchange/turn-in utilizing the Furnishings Management Office (FMO)
- Identify, track, and report facility maintenance issues/ Request work orders through the Directorate of Public Works (DPW)
- Customer Feedback Survey distribution and collection
- Resolve customer complaints

Assignments

Individual assignments:

- 1. Service Member should be accompanied by their NCO to the designated CBM office.**
- 2. The CBM staff refers to the updated grid for available spaces.**
- 3. The CBM staff assigns the Service Member to a room based on priority IAW AR 210-50, gender, and rank. A copy of the Service Member's orders will verify eligibility to reside in the barracks.**
- 4. The CBM staff briefs the Service Member on current policies and procedures and assists with completing the in-processing packet.**
- 5. The Service Member completes the following forms: Application for Barracks, New Soldier Brief, Liability for Damage to Assigned Housing, SSQ Move-in Inspection Sheet, Room Clearing Standards (signs acknowledging that they understand what is expected of them upon clearing).**
- 6. The CBM staff then enters the Service Member's information into HOMES and prints out the hand receipts. Service Member/CBM staff then complete and sign the hand receipt. Service Member receives a copy of the signed hand receipt.**
- 7. Service Member is issued a key. If Service Member is issued a metal key, the CBM staff uses a DA Form 5513-R (Key Control Register and Inventory). The card keys are already activated and are also entered on the DA Form 5513-R. The Service Member is briefed on replacement costs and procedures if key is lost or card is unserviceable.**
- 8. Service Member and the sponsor are asked to fill out a Customer Feedback Survey.**
- 9. Paperwork, assignment orders, and file folder is filed and kept.**
- 10. The BUR and grid is updated.**

Mass assignments: for mass assignments, the CBM team manager provides the unit with blank grids for the unit to determine where they would want the Service Member assigned. The CBM team will attempt to accommodate the military leadership with these room assignment requests. The CBM team places the in-processing packets at the foot of the bed of the pre-assigned rooms for all in-coming Service Members. All the Service Members are briefed as a group (either on the bus, a dayroom, or based on the number of Service Members and the weather conditions, a parking lot) on the CBM policies, procedures, and in-processing paperwork. The Service Member proceeds to a pre-assigned room and completes the in-processing paperwork. Upon completion of the paperwork, the Service Member will return to the CBM team's designated area where the Service Member will be issued a key. A DA Form 2062 or a blank furniture listing from HOMES is used to account for furniture during mass assignments. The in-processing paperwork is later entered into HOMES.

Terminations

Individual terminations:

- 1. The Service Member should schedule an appointment with their CBM office 24 hours prior to clearing. At this time, the Service Member is briefed on and given a copy of the Room Clearing Standards.**
- 2. The CBM team member escorts the Service Member to the building/room assigned with the Room Clearing Standards Worksheet and the file containing the current and past two resident's history to provide a historical record in the event the charges will be assessed.**
- 3. The CBM team member and the Service Member will return to the CBM office where deficiencies will be assessed on the spot and the key is turned in. The CBM team member will sign in the key on the DA Form 5513-R.**
- 4. If the room is not up to the Room Cleaning Standards, the Service Member is informed about the deficiencies and is rescheduled for another inspection or the Service Member will be charged for cleaning.**
- 5. The CBM team member will update the room assignment grid and the BUR.**
- 6. The CBM team member will make the necessary changes in HOMES. A copy of the termination order is printed and filed in the Service Member's folder.**

Mass terminations: The CBM team manager receives a list of deploying Service Members (1 week or earlier, NLT 24 hours) prior to the departure date from the unit. On the departure date, the CBM team members will meet each Service Member at their assigned room. Each Service Member is required to stand the final inspection unless prior arrangements have been made with the command. The clearing inspection is then completed. Damages will be assessed by using the Room Clearance Checklist which the Service Member will be required to sign. Upon return to the office, the Barracks Manager will go through the room clearance checklists and process them by means of DD 139s. At that time, if it is a re-lock or re-key, a memo is sent to DPW Real Property Office and the DPW Lock Shop for processing. During the termination process, the CBM team can identify any fair wear and tear during the inspection and put in service orders at this time. If there are furnishings that need to be replaced, a DA 3161 is processed and sent to the Furnishings Management Office. Rooms that are not cleaned by RACKET standards are identified and sent to the CBM custodial staff to be cleaned.

Collecting for damages and cleanliness charges

The collection process begins when the CBM team clears the room or when the damage/key loss is known. Damages are assessed by using the Room Clearance Checklist which the Service Member will be required to sign. The CBM team accepts a check or money order or fills out a DD 139 in order to have the charges deducted from Service Member's pay.

The CBM teams give all the DD 139s to Tommie Driver who makes a master list of them (serves as a record for CBM teams) and turns them into the individual division finance offices, with the appropriate codes for structure/facility damage charges and damages to furniture, equipment, and cleaning. The finance offices use the accounting classification and routing codes to electronically, through the Defense Management Operations Pay (DMOP) system, place the money into the DPW account. Tommie Driver checks back with the finance offices for a status report. A copy of the status report is provided to the CBM Admin Office and to the DPW Budget Office. Since DFAS processes the charges in lump sums, there is no way of tracking where the money came from.

Checks and money orders are given to Tommie Driver and he fills out a deposit slip and deposits them into an account at Fort Hood National Bank using a DD 1131. Structure/facility damage charges are sent to one DPW account and furniture/equipment/cleaning charges go into another account through the appropriate accounting classification and routing codes. Tommie makes a copy of the deposit slip and the DD 1131 and submits the copies to DPW.

All documented charges are kept on file in each CBM team's office.

Exchange/turn-in of unserviceable furnishings

After unserviceable furnishings are discovered, the CBM team member calls the Furnishings Management Office (Bldg. 4612A) and talks to Rita Fournier at 287-3678 or Dave Trueblood at 287-2678 to find out if the furniture is in-stock.

If the furniture IS NOT in-stock, the CBM team member fills out the “in-house” furniture request form as a reminder to request the items as soon as they are in-stock.

If the furniture IS in-stock, the CBM team member fills out a DA Form 3161 and processes through the Furnishings Management Office. When FMO has the furniture in-stock, the CBM team will coordinate a date and time with the FMO to pick-up and replace the furniture. The FMO has its own flat-bed trucks that it uses to transport, deliver, and pick-up both serviceable and unserviceable furniture. It usually takes about a day or two to replace the furniture depending on the FMO’s schedule.

Update and Report the Barracks Utilization Report

The CBM team managers should update the BUR daily. The BUR shows the building number, room number, Service Member's name, brigade, rank, gender, and priority as defined in AR 210-50. The BUR also shows what rooms are down for maintenance and what rooms are designated unit transient spaces.

The CBM team manager then sends the BUR weekly up through the area manager on to the CBM Branch Chief who compiles the data to obtain the current barracks occupancy for the entire installation.

BUR input is collected on an Excel spreadsheet like the following:

BLDG	Room#	BDE	Unit	Name	Grade	Gender	Priority	Remarks
10006	201	4/5 ADA	HHB 4/5 ADA	DELHIERRO	E2	F	II	
10006	201							empty
10006	202	4/5 ADA	HHB 4/5 ADA	POWELL	E2	F	II	
10006	202	4/5 ADA	HHB 4/5 ADA	HALL	E2	F	II	
10006	203	4/5 ADA	HHB 4/5 ADA	MIRANDA	E4	F	II	
10006	203							
10006	204	4/5 ADA	HHB 4/5 ADA	BATISTE	E4	M	II	
10006	204	4/5 ADA	HHB 4/5 ADA	CHAMBERS	E2	M	II	
10006	206							
10006	206	4/5 ADA	HHB 4/5 ADA	ALLEN	E4	M	II	
10006	207	4/5 ADA	HHB 4/5 ADA	DECAMBLE	E1	M	II	OVERFLOW
10006	207	4/5 ADA	HHB 4/5 ADA	DECAMBLE	E1	M	II	OVERFLOW
10006	208	4/5 ADA	HHB 4/5 ADA	HAGAR	E5	M	II	
10006	208							

Eventually HOMES4 will replace this procedure.

A standard report similar to the following is provided to the Team Managers weekly:

Team Occupancy Report (CBM Only)						
CBM	AssignedTo	Total	Maint	Divert	Occupy	Available
1	1/4 HBCT	320	12	0	275	33
1	4 SUST	132	0	0	117	15
1	4ID HQ	132	0	0	95	37
1	FIRES	744	172	2	529	41
2	1/4 HBCT	1080	3	0	1001	76
2	36 ENG	224	0	0	205	19
2	4/5 ADA	336	0	0	234	102
2	FIRES	224	0	0	163	61
3	36 ENG	468	0	0	448	20
3	3ACR	956	1	2	943	10
4	1/4 HBCT	24	0	0	8	16
4	3ACR	456	30	0	424	2
4	4CAB	976	104	0	822	50
5	1/1 HBCT (Rear)	480	0	0	406	74
5	2/4 HBCT	704	0	0	565	139
6	2/4 HBCT	1084	0	0	980	104
6	3/1 HBCT	136	0	0	0	136
6	3ACR	136	0	0	120	16
7	2/4 HBCT	488	0	0	364	124
7	4/4 HBCT	608	10	0	518	80
8	4/4 HBCT	1285	4	0	965	316
11	1/1 HBCT (Rear)	408	30	0	160	218

Identify, track, and report facility maintenance issues

The CBM teams work with the in-house CBM maintenance personnel to determine what needs to be done and the CBM Maintenance manager informs the CBM team manager when the supplies have been ordered and task is complete.

The CBM Maintenance Teams typically have a “rotation schedule” where they visit each Team areas every few days. This is sufficient to handle the requirement for minor “self help” items that can be accomplished quickly.

Although Soldiers may call in work orders directly to DPW Maintenance or request via the DPW Website, we encourage them to contact the CBM Teams first. The CBM Teams can perform a “triage” to determine if the work should be handled by the in-house CBM maintenance staff or be elevated to the DPW Maintenance Div.

The CBM team member will log in the information and work order # into the Work Order Logbook by building number. The work order log is updated daily.

Weekly the CBM Teams receive an “IFS Dump” which contains all of the Service Order activity for the past 90 days for the barracks within their Team areas. This allows the Team Manager to close out old service orders.

Customer Feedback Survey

Distribution/Collection

After each assignment and termination the CBM team will ask the Soldier to complete a “Point of Service” customer feedback survey. After a mass assignment/termination, the Teams will ask unit’s leaders to complete a similar customer feedback survey.

The 3 survey forms are collected at least weekly (daily if large quantities) and turned into Thomasene Pressley (285-2233) at Bldg 4312 for scanning. Sending the forms through distribution is appropriate.

Ms. Pressley processes the forms through the OMR scanning software and provides periodic reports to HSG Div Chief.

Report	Frequency	Format	ToWhom	Hrs/Week	Description
Time Sheet	Weekly	Paper	AmerTech	0.25	Tracks all actual hours worked for a specific time/pay period for contract employees
Barracks Utilization Report	Weekly	Excel/Email	CBM Br Ch	7.50	By-name roster of everybody living in the barracks
HOMES Input	Daily	Electronic	-	3.00	Data entry into HOMES for assignment/terminations
End of Week (EOW)	Weekly	Word/Email	CBM Br Ch	0.10	Weekly statistic report that contains the # of lockouts, # of assignments, # of terminations, # of work orders, etc.
Central Clearance	Daily	Electronic	-	2.00	Liability "Check List" prior to Soldiers leaving
Maintenance Report	Weekly	Excel/Email	-	0.10	Listing of all pending Service Orders
IFS Dump	Weekly	Excel/Email	From CBM Br Ch	0.10	IFS Extract to help CBM Teams manage Service Orders

TEAM SOP

<u>Menu</u>	<u>Page No.</u>
In processing Soldiers Attachments: <i>Application, Liability Statement, Inspection Sheet</i> <i>DA 5513R - Key Control, Assignment priorities</i>	2
Out processing Soldiers Attachments: <i>Clearing Worksheet</i>	3
Work Orders Attachments: <i>Work Order request, Work order log</i>	4
Key Request Attachments: <i>Key Request Form</i>	5
Conduct a room inventory Attachments: <i>FMO Log Sheet</i>	6
Evening Closeout	7
Morning Opening	8
Changing SM from Room to Room	9
HAZMART Purchases Attachments: <i>Map, DA 1687, Request Form</i>	10
Furniture Turn in and Issue Attachments: <i>Map, DA 3161, Furniture request</i>	11

****BACK OF BINDER IS FORT HOOD USEFUL PHONE NUMBERS****

IN PROCESSING SERVICE MEMBER

1. SM should be accompanied CBM office by sponsor (*NCO preferably*).
2. Staff refers to updated grid for available space.
3. Assign SM to room according to UNIT, gender; rank.
4. SM completes in processing packet and returns room inspection sheet.
(*application; liability sheet; room inspection sheet; DA 5513R key control log*)
5. Key is issued to SM.
6. Input SM information into HOMES and file folder.

OUT PROCESSING SERVICE MEMBER

1. SM reports to CBM Office.
2. Pull SM packet.
3. Escort SM to bldg/rm with clearing worksheet for inspection.
4. If SM passes inspection continue to step 5, if SM fails, inform SM of deficiencies and reschedule inspection. (*When a statement of charges are needed refer to appropriate section in this book*)
5. Staff will receive and sign for key on DA 5513R *key control log* and keep log in folder.
6. Return key to keybox in appropriate location.
7. Make changes to grid.
8. Make changes into HOMES.
9. Shred remainder of SM packet and place folder for re-issue.

WORK ORDERS

1. SM reports to CBM Office and complete work order form with staff.
2. Staff calls in work order at 287-2113 or inputs on line at the DPW web site (will need bldg; room; unit; fault description), **Staff will be the secondary POC for all orders.**
3. Work order office will give order #.
4. Staff will log all information and order # into work order logbook by bldg #.
5. When DPW arrives, staff will escort and open bldg/rm and remain present if room is unoccupied for security purposes.
6. When work is completed, update in work order logbook.

KEY REQUEST

1. Once it has been verified that the key has been lost or damaged, and the proper paperwork has been completed (Statement of Charges for lost key). Staff will fill out Key Request Form.
2. Contact Real Property for guidance.
Real property will take key in to be cut.
Real property will have the team take key to get cut.
3. Resign out key to soldier.

CONDUCT A ROOM INVENTORY

1. Assuming coordination with the controlling unit has established and the inventory is to take place. Report to the bldg / room with a copy of the FMO Log Sheet.
2. Ensure the heading is filled in completely which include bldg #; FMO Team; and Date.
3. Circle issue status (issue-new furniture / furniture in place).
4. Annotate room to be inventoried.
5. Inventory ALL FMO property inside room, noting any property deficiencies, (broken tables, mattress ripped, doors removed, etc) and annotate them in the remarks column of the FMO Log Sheet.
6. Once the inventory is completed, have the hand receipt holder and FMO team rep sign and date at bottom of sheet.
7. File IAW team SOP.

EVENING CLOSEOUT

Procedures for evening office close-out @ 1830 hrs.

1. File all soldier packets into filing cabinet.
2. Ensure that all papers that are lying around the office are placed in their perspective area.
3. Leave a note as to why papers are in a particular area and/or leave a note on papers that have any issues.
4. Straighten up all office furniture.
5. Ensure all Master Keys are on hand.
6. Lock up key box keys in their appropriate area.
7. Ensure that the office is properly secured when leaving for the night.

MORNING OPENING

Procedures for morning office open- up @ 0730 hrs.

1. Go to grid file from yesterday and make all changes. Then save it as next days date and print it out.
2. Take old grid, then go to the “BUR by name” file and go building by building and make all the new changes. All you have to do is add the new names into orange blocks (don’t forget to take the orange out) and if a room is empty just delete the unit, name and rank, and then color it orange. Then save.
3. Then go back to each building in the “BUR by name” file and write down how many open rooms there are open.
4. Then open the “BUR rollup” file and update the open spaces, etc. DON’T worry about any other info on that page. It will be done on the 25th of each month.

CHANGING SM FROM ROOM TO ROOM

1. SM reports to bldg. 87015, Day Room.
2. Locate new room on grid and pull both old and new folders.
3. Issue SM key to new room and keep both packets out and set aside.
4. Once SM moves to new room and cleans old room, have SM report back to the Barracks Office.
5. Escort SM back to bldg/rm with clearing worksheet for inspection.
6. If SM passes inspection continue to step 5, if SM fails, inform SM of deficiencies and reschedule inspection. (*When a statement of charges are needed refer to appropriate section in this book*)
7. Staff will receive and sign for old room key on DA 5513R *key control log* and keep log in folder.
8. Return key to key box in appropriate location.
9. Take SM's packet from the old room folder and tear off Key Control Log to remain with old folder.
10. Change building and room info at bottom of SM packet and place into new folder.
11. Make changes to grid and file folders into proper location.
12. Make changes into HOMES.

HAZMART Purchases

1. Report to the HAZMART building at Warehouse Ave. and 77th Street.
2. Request purchase sheet from counter.
3. Shop
 - a. Write information about item on purchase sheet i.e. (NSN, Qty, Item description, etc.).
 - b. Calculate totals for items.
4. Return to counter with sheet and check out.
5. Use the following Order Number and Phase Code.
 - a. Order Number: SU003255S
 - b. Phase Code: 012

FURNITURE TURN IN / 1 for 1 SWAP & ISSUE

TURN IN / 1 for 1 SWAP:

1. Have SM report to Barracks Office NLT 0800 on every Monday with Military vehicle prepared for equipment issue or turn in.
2. Prepare DA 3161 for items **ONLY** to be turned in.
3. Call June at 287-7587 and inform her of turn in or check if furniture is available for 1 for 1 swap.
4. Have SM report to Furniture Warehouse Bldg # 4223.
5. If SM did a 1 for 1 swap, there will be no paperwork required. If SM did turn in then SM must return a copy of DA 3161 to Barracks Office.
6. Make proper annotations to hand receipt.

ISSUE:

1. Have SM report to Barracks Office NLT 0800 with Military vehicle prepared for equipment issue.
2. Call June at 287-7587 and check if furniture is available.
3. Have SM report to Furniture Warehouse Bldg # 4223.
4. Have SM must return a copy of DA 3161 to Barracks Office.
5. Make proper annotations to hand receipt.

Weekly CBM update
7 Jan - 13 Jan 07

Leadership

- Briefings for 504MI is scheduled for 16 Jan 07
- Processed BUR input from every unit (except 650ASG and Phantom Cmd) through new automated Barracks Utilization Report (BUR)
- This week's automated BUR system now has 14,740 (out of 15,621) spaces
- Progress made on getting replacement furnishings (mostly refrigerators and microwaves)
- Planning for barracks space for 3 SBCT/1ID in 29000 block and 34006
- Working issue with Soldiers arriving late wanting room assignments

Facilities

- Mold remediation contractor returning to 12000 block to finish cleaning
- Considering a mod to complete remaining few mold rooms in 12000 block
- Took over building 39051 (a "team" barracks space)
- Transferring buildings from the BIP project in the 39000 block is delayed due to lack of plastic card keys

Contracts

- New contract mod pending for readjusting OT dollars
- Looking at proposals for extending normal duty day for late arrivals and to help relieve night crew

Staffing

- AmerTech has taken over 100 new contract employees (not related to CBM)
- Additional on-site representative has been hired by AmerTech to take the load, reports to work next week?
- Still having difficulties with security clearance procedure for AmerTech employees

Weekly Statistics

- Lock outs: 106
- Assignments: 293
- Terminations: 152
- Maintenance Escorts: 139
- After Hours Lock outs: 126
- Total building under CBM: 139 (out of 182 = 73%)
- Total spaces under CBM: 11,401 (out of 15,621 = 76%)

Appendix 8.6 - Blank forms

Application for Barracks.doc
Barracks Room Clearing Standards.xls
Customer Survey Forms.xls
Draft EBI survey.doc
Furniture Request.doc
Liability For Damage.doc
Memorandum-Lost Card Key.doc
Move Inspection Sheet.xls
New Soldier Brief.doc
Real Property; Key Request.doc
Room Clearance Sheet.doc

Directorate of Public Works



APPLICATION FOR BARRACKS

SSN: _____

NAME: _____
(LAST) (FIRST) (MI)

RANK: _____ DATE OF RANK: _____

UNIT: _____

DUTY PHONE: _____ HOME/CELL PHONE: _____

GENDER: _____ M _____ F SINGLE _____ MARRIED _____

DATE OF ARRIVAL: _____

COMMANDER: _____ PHONE: _____

1SG: _____ PHONE: _____

PLT SGT: _____ PHONE: _____

BLDG/WING ASSIGNED: _____ ROOM # _____

SIGNATURE

DATE

PRIVACY ACT STATEMENT: Authority EO9379. SSN used for
identification only. Disclosure is voluntary.

Directorate of Public Works

BLDG: _____

RM: _____

Barracks Room Clearing Standards

The following areas will be inspected for out-processing the barracks.

Clearing checklist for room (*no roommate*)

1. Ensure that all trash is removed from the room.
2. Ensure that drawers to all furniture and/or cabinets are wiped out & completely empty.
3. Ensure that all hangers are removed from the all closets or wall-lockers.
4. Ensure that the room is swept properly (under beds, under furniture, in closets, behind frige, etc.).
5. Ensure that the room is mopped properly (under beds, under furniture, in closets, behind frige, etc.).
6. Ensure that the refrigerator is empty, wiped out, and defrosted.(leave plugged in)
7. Ensure that the microwave is wiped out.
8. Ensure that the sink area is properly cleaned.
9. Ensure that the toilet and restroom area is properly cleaned to include tile walls.
10. Ensure that the shower or tub is properly cleaned to include tile walls.
11. Ensure that the ceiling fan, lights and trim boards are dusted off.
12. Ensure that window, blinds, and window sills are cleaned and are wiped off.
13. Ensure that all furniture is wiped off.
14. Ensure that the AC vents are dusted and cleaned.

Clearing checklist for room (*with roommate*)

1. Ensure that all trash is removed from your side of the room.
2. Ensure that your drawers to all furniture and/or cabinets are wiped out & completely empty.
3. Ensure that all your hangers are removed from the all closets or wall-lockers.
4. Ensure that your side of the room is swept properly (under beds, under furniture, in closets, behind frige, etc.).
5. Ensure that your side of the room is mopped properly (under beds, under furniture, in closets, behind frige, etc.).
6. Ensure that your items are out of the refrigerator.
7. Ensure that the microwave is wiped out.
8. Ensure that your side of the sink area is properly cleaned.
9. Ensure that your toilet items are picked up and area is cleaned..
11. Ensure that the ceiling fan, lights and trim boards are dusted off.
12. Ensure that window, blinds, and window sills are cleaned and are wiped off.
13. Ensure that the AC vents are dusted and cleaned.

Failure to meet the above requirements will result in re-inspection and slow down your clearing process.

Upon clearing the Barracks Management Office, ensure that any room deficiencies have been brought to the Barracks Management Offices attention.

SOLDIERS NAME: _____

Room Clearance

Date _____

CBM Team # _____

Building # _____

Room # _____

Your Name (optional) _____

Your Unit (optional) _____

Your Phone (optional) _____

We are interested in your opinions. Please record one response per item that corresponds to your answer.

SATISFIED			Neutral	DISSATISFIED			N / A
Very	Moderately	Slightly		Slightly	Moderately	Very	

How satisfied are you with:

1. Convenience of clearing time/date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Adequacy of pre-termination inspection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Courtesy of inspector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Reasonableness of inspector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Inspector's ability to meet appointment time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Fair damage assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Overall Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

COMMENTS:

Room Assignment

Date _____

CBM Team # _____

Building # _____

Room # _____

Your Name (optional) _____

Your Unit (optional) _____

Your Phone (optional) _____

We are interested in your opinions. Please record one response per item that corresponds to your answer.

SATISFIED			Neutral	DISSATISFIED			N / A
Very	Moderately	Slightly		Slightly	Moderately	Very	

How satisfied are you with:

1. Convenience of appointment time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Information provided by inspector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Courtesy of inspector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsiveness of inspector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Cleanliness of room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Condition (maintenance level) of room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Overall assignment process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Overall Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

COMMENTS:

Leader Assessment

Date _____

CBM Team # _____

Your Name (optional) _____

Your Unit (optional) _____

Your Phone (optional) _____

We are interested in your opinions. Please record one response per item that corresponds to your answer.

SATISFIED			Neutral	DISSATISFIED			N / A
Very	Moderately	Slightly		Slightly	Moderately	Very	

How satisfied are you with:

1. Barracks management office hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Barracks management support outside normal duty hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Courtesy of barracks management personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsiveness of barracks management personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Barracks program assistance to you, allowing you to focus on your mission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Fair damage assessment & treatment of your Soldiers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Overall cleanliness and condition of barracks rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Overall satisfaction with the barracks management program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

COMMENTS:

Attempted to be surveyed = 12,000
16 Brigades
101 buildings (pre-slug the responses)
Survey Timing: Mid-March to May
Survey Distribution: Paper surveys distributed through chain-of-command
Survey Return: Postage paid envelope or drop box

HQDA Centralized Barracks Management Resident Assessment

Codings

U1: Please indicate your brigade:

U2: Please indicate your barracks building: (NOTE: this will be pre-slugged by EBI prior to survey shipment)

Barracks Room Assignment

To what degree did the barrack's manager responsible for processing your room assignment: (5 pt: 1=Not at all, 2=Slightly, 3=Moderately, 4=Very, 5=Extremely)

1. Show a sincere interest in helping you
2. Address your concerns and answer your questions
3. Follow-up with you to see if you needed further assistance

Check-In

To what degree did the barrack's manager responsible for the check-in process: (5 pt: 1=Not at all, 2=Slightly, 3=Moderately, 4=Very, 5=Extremely)

4. Explain your assignment paperwork
5. Adequately answer your questions about the assignment paperwork
6. Show a sincere interest in helping you
7. Follow-up with you to see if you needed further assistance

Did you receive, at check-in, a copy of the barracks regulations?

- ☐ Yes
- ☐ No

Did you receive, at check-in, a copy of Care and Maintenance of Furnishings and Appliances?

- ☐ Yes
- ☐ No

Did you receive, at check-in, a copy of Room Inventory?

- ☐ Yes
- ☐ No

Policies

To what degree: (5 pt: 1=Not at all, 2=Slightly, 3=Moderately, 4=Very, 5=Extremely)

8. Were you adequately informed of the policies for living in your barracks?
9. Are these policies administered consistently?
10. Are these policies reasonable?

Maintenance Services

11. Number of maintenance service calls requested over the last six months:

- | | |
|----------------------------|---------------------------------|
| <input type="radio"/> None | <input type="radio"/> 5-6 |
| <input type="radio"/> 1-2 | <input type="radio"/> 7-8 |
| <input type="radio"/> 3-4 | <input type="radio"/> 9 or more |

Considering all of the maintenance service requests you submitted over the last six months, how satisfied are you with the: (5 pt: Very dissatisfied, Slightly dissatisfied, Neutral, Slightly satisfied, Very satisfied)

12. Process for submitting service requests
13. Response time for service
14. Adequacy of repair
15. Clean-up after repair

Barracks Complex

How satisfied are you with the: (5 pt: Very dissatisfied, Slightly dissatisfied, Neutral, Slightly satisfied, Very satisfied)

16. Condition of barracks public areas (i.e. common areas, streets, sidewalks and signage)
17. Condition of barracks complex outdoor sporting facilities (i.e. basketball courts, tennis courts, etc.)
18. Maintenance of landscaping in common areas within your barracks complex
19. Lighting of the streets and sidewalks
20. Availability of convenient parking
21. Visual appeal of the barracks complex

Barracks Complex Office

How satisfied are you with the Unaccompanied Personnel Housing (UPH) Barracks Complex Office regarding: (5

pt: Very dissatisfied, Slightly dissatisfied, Neutral, Slightly satisfied, Very satisfied)

22. Hours of operation
23. Staff availability during the hours of operation
24. Courteousness of the staff
25. Professionalism of the staff
26. Responsiveness of the staff
27. Keeping you well informed

Barracks Complex Services

How satisfied are you with the: (5 pt: Very dissatisfied, Slightly dissatisfied, Neutral, Slightly satisfied, Very satisfied)

28. Trash collection
29. Recycling program within your Barracks Complex (please mark "Not applicable" if there is no recycling program)
30. Pest Control within your barracks
31. Severe weather emergency services within your Barracks Complex (clean-up from snow, hurricanes, tornados, ice storms, etc.)
32. Lawn care and grounds maintenance of the barracks' grounds

Barracks Location

To what degree is your room convenient to the: (5 pt: 1=Not at all, 2=Slightly, 3=Moderately, 4=Very, 5=Extremely)

33. Dining facility
34. Your work location
35. Shopping
36. Physical fitness facilities

Living in Your Barracks Room

How satisfied are you with your room regarding: (5 pt: Very dissatisfied, Slightly dissatisfied, Neutral, Slightly satisfied, Very satisfied)

37. Heating your room
38. Air conditioning your room
39. Condition of the interior
40. Condition of the exterior
41. Layout
42. Size of your bedroom
43. Amount of storage space inside your room
44. Amount of storage space outside your room (please mark "Not applicable" if you don't have this space)
45. Availability of parking
46. Security of your possessions
47. Your personal safety
48. Keys and locks
49. Your ability to sleep without interruption
50. Your degree of privacy
51. Noise level of your floor/complex

Furnishings in Your Barracks Room

How satisfied are you with your room regarding: (5 pt: Very dissatisfied, Slightly dissatisfied, Neutral, Slightly satisfied, Very satisfied) (please mark "Not applicable" if you don't have the appliance)

52. Refrigerator
53. Cooking appliances
54. Washer / dryer
55. Bed/mattress
56. Other furnishings
57. Your ability to turn in furniture
58. Your ability to exchange furniture

- 59. Phone connection
- 60. Internet connection
- 61. Cable TV connection

Fellow Residents

To what degree are other Soldiers living with or near you: (5 pt: 1=Not at all, 2=Slightly, 3=Moderately, 4=Very, 5=Extremely)

- 62. Respecting your sleep time
- 63. Respecting your privacy
- 64. Respecting your property
- 65. Maintaining cleanliness

Retention

To what degree: (5 pt: Definitely will not, Probably not, Undecided, Probably will, Definitely will)

- 66. Do you intend to remain in the military beyond this current commitment?
- 67. Do you intend to remain in the military until retirement?

To what degree: (5 pt: 1=Not at all, 2=Slightly, 3=Moderately, 4=Very, 5=Extremely)

- 68. Does the quality of your current housing influence your decision to remain/not remain in the military?

Overall Evaluation

How satisfied are you with: (5 pt: Very dissatisfied, Slightly dissatisfied, Neutral, Slightly satisfied, Very satisfied)

- 69. The barracks room assignment process
- 70. The move-in process
- 71. Your current room
- 72. Your current Barracks Complex
- 73. Maintenance
- 74. Barracks staff
- 75. Services available to barracks residents
- 76. Overall, with your barracks housing experience

Barracks Module and Sleeping Room Characteristics

77. Including yourself, how many Soldiers are assigned to live in your barracks room?

- | | |
|-----------------------------|-----------------------------------------------------------------|
| <input type="radio"/> One | <input type="radio"/> Four |
| <input type="radio"/> Two | <input type="radio"/> More than four (not an open-bay facility) |
| <input type="radio"/> Three | <input type="radio"/> More than four (Open-bay facility) |

78. Including yourself, how many Soldiers are assigned to sleep in your bedroom?

- | | |
|----------------------------------------------------------------|-----------------------------------------|
| <input type="radio"/> One | <input type="radio"/> Open-bay facility |
| <input type="radio"/> More than one (not an open-bay facility) | |

79. Does your barracks room have its own bathroom?

- ☐ Yes
- ☐ No, there is a common latrine outside the room

80. How long have you lived in your current barracks room?

- | | |
|-----------------------------------------|-----------------------------------------|
| <input type="radio"/> Less than 1 month | <input type="radio"/> 1 to 2 years |
| <input type="radio"/> 1 to 3 months | <input type="radio"/> 2 to 3 year |
| <input type="radio"/> 4 to 6 months | <input type="radio"/> More than 3 years |
| <input type="radio"/> 7 to 12 months | |

81. Which best describes how frequently you use the Day Room?

- ☐ Don't have a Day Room
- ☐ Never
- ☐ Seldom
- ☐ Frequently

Personal Characteristics

82. Your gender

- | | |
|----------------------------|------------------------------|
| <input type="radio"/> Male | <input type="radio"/> Female |
|----------------------------|------------------------------|

83. What is your branch of service?

- ☐ Army
- ☐ Air Force
- ☐ Navy

- ☐ Marine Corps
- ☐ Coast Guard
- ☐ Other category

84. How many years have you been in military service?

- ☐ Less than 1 year
- ☐ 1 to 2 years
- ☐ 3 to 4 years
- ☐ 5 to 6 years
- ☐ 7 to 8 years
- ☐ More than 8 years
- ☐ Not applicable, not in the military

85. What is your grade?

- ☐ E1
- ☐ E2
- ☐ E3
- ☐ E4
- ☐ E5
- ☐ E6
- ☐ E7 or higher

86. Your barrack's construction status:

- ☐ Newly constructed
- ☐ Recently renovated
- ☐ Not recently constructed or renovated
- ☐ Do not know

87. How many years, in total, have you lived in department of defense provided housing during your career?

- ☐ Less than 1 year
- ☐ 1 to 2 years
- ☐ 3 to 4 years
- ☐ 5 to 6 years
- ☐ 7 to 8 years
- ☐ More than 8 years

88. Are you a member of the Better Opportunities for Single Soliders (BOSS)?

- ☐ Yes
- ☐ No
- ☐ Don't know



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS III CORPS AND FORT HOOD
FORT HOOD, TEXAS 76544-5028

Directorate of Public Works



FURNITURE TURN-IN/REQUEST FOR ISSUE FORM

DATE: _____ TYPE OF REQUEST: (TURN-IN) (ISSUE)

NAME: _____
(LAST) (FIRST) (MI)

RANK: _____

UNIT: _____

ITEM/S BEING TURNED-IN OR REQUESTED FOR ISSUE:

BLDG/WING ASSIGNED: _____

ROOM # _____

REMARKS

Liability for Damage to Assigned Housing

1. Public law makes military residents of Government housing units legally responsible for damage to the units, or for damage or loss of Government-issued appliances and furniture. Damages include lack of cleaning or failure to clean when resident clears/moves out of assigned room. This notice explains the rules, which apply to family and permanent party unaccompanied personnel housing. You should read it carefully and keep a copy for your records.

a. First, you can be held pecuniarily liable when your Government housing, appliances, or furnishings are lost, damaged, or destroyed as a result of your negligence or abuse. You are negligent if you act carelessly, or if you are aware that your family members, or those you allow on the premises, are likely to act carelessly and do not take proper steps to prevent or minimize such conduct. Abuse means either willful misconduct or the deliberate unauthorized use of housing that is, conducting an unauthorized business in the housing unit.

b. Second, the Army has limited your liability to an amount equal to one month's basic pay, unless the damage or loss is caused by your gross neglect or willful misconduct; in such a case, you are liable for the full amount of the damage or loss, which could amount to thousands of dollars. You are grossly negligent if you act in a reckless or wanton manner, or if you are aware that your family members or persons you allow on the premises are likely to act recklessly and you do not take proper steps to prevent or minimize such conduct. In other words, if you know that damage is likely to result from the willful misconduct or reckless behavior of family members or guests, and despite such knowledge, you fail to exercise available opportunities to prevent or limit the damage; you are grossly negligent and will be charged for the full amount of the loss.

c. Third, you are not liable for damage consisting only of fair wear and tear, or caused by an act of God or by the acts of persons other than family members or guests. You are, however, responsible for damage caused by pets belonging to you or your guests.

d. Fourth, special rules for housing-related reports of survey permit commanders to waive claims damage or loss when such is found to be in the best interests of the United States. This waiver authority is similar to forgiveness of the debt. If you request a waiver and fail to get it, you can appeal the matter through report of survey channels. If unsuccessful, you can seek redress through the Army Board for Correction of Military Records.

2. The purpose of the housing liability law is to let us set limits for your liability and to waive claims in appropriate circumstances. The potentially great liability created by the law makes the question of insurance very important. However, only you can decide whether your potential risks warrant the purchase of insurance. The Army does not require it, but you may want insurance for your own protection and peace of mind.

3. The parties assigned to each living area are **BOTH** responsible for damages or destruction to the Micro- refrigerator located in the living area. Both individuals will take a **50/50** monetary responsibility to replace or repair the property. During single occupancy in 2+1 or 2+2 configured rooms occupant will be responsible for **complete** room inventory.

I have read and understand the policy contained herein.

Name: _____ Barracks Room # _____

Signature: _____ Date _____



REPLY TO
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DEPARTMENT OF THE ARMY

HEADQUARTERS III CORPS AND FORT HOOD
FORT HOOD, TEXAS 76544-5028

Directorate of Public Works



Date: _____

MEMORANDUM FOR RECORD

SUBJECT: Lost Card-Key

1. The Soldier listed below has lost his or her room key. This Soldier's residency has the new Card-Key device which lets the Soldier gain access to their assigned room.
2. The Soldier listed below has been verified by the Central Barracks Management Office as proof to receive a new Card-Key from DPW Real Property Office.
3. The Soldier listed below has been required to pay the following amount: \$ _____
4. The amount listed will be paid in full by (circle one):

CHECK

MONEY-ORDER

- Issuing Memo (CBM Team #): _____
- Soldiers Name (last, first): _____
- BLDG #: _____ Room #: _____ A: _____ B: _____

5. POC for this memorandum is the Building Manager listed in the signature block below.

Name (print)

Signature

Phone #

MOVE-IN INSPECTION SHEET				
OCCUPANTS NAME		GRADE	ADDRESS	
X:				
ITEM INSPECTED		CONDITION OF ITEMS		
		GOOD (X)	BAD (X)	DEFICIENCIES FOR BAD ITEMS ONLY!
K I T C H E N	CEILING			
	WALLS			
	FLOOR			
	LIGHT FIXTURE			
	SWITCHES/OUTLETS			
	CABINETS			
	SINK			
	COUNTER TOP			
	MICROWAVE			
	REFRIGERATOR			
B A T H R O O M	CEILING			
	FLOOR			
	WALLS			
	DOOR			
	TRIM			
	SHOWER/TUB			
	MIRRORS			
	LAV/CABINETS			
	COMMODE			
	LIGHT FIXTURE			
B E D R O O M	SINK			
	SWITCHES/OUTLETS			
	CEILING			
	WALLS			
	FLOOR			
	DOOR			
	TRIM			
	WINDOW			
	SCREENS			
	LIGHT FIXTURE			
	SWITCHES/OUTLETS			
	CURTAINS/BLINDS			
	MATTRESS, SINGLE BLUE			
	DESK/COMPUTER			
	DESK: DROPLID			
	NIGHT STAND			
	WARDROBE			
	BED: BUNK			
	CHAIRS			
	LAMP			
CEILING FAN/S				
SMOKE DETECTOR				
THE ABOVE AREAS/ITEMS WERE INSPECTED JOINTLY WITH OCCUPANT AND FACILITY MGR.				
OCCUPANT'S SIGNATURE		FACILITY MANAGER'S SIGNATURE		
X:		X:		

****You have 3 days to review and annotate any deficiencies within you assigned barracks space to the Centralized Barracks Mngement Office****

Directorate of Public Works



New Soldier Brief

- **Do not** change rooms without approval from the Centralized Barracks Management Office
- No smoking in the barracks
- Do not abuse any of the furniture in your room or any room
- Do not remove any of the furniture from any of the rooms
- If you need a work order called in you may do so by calling the # below, or contact the Centralized Barracks Management Office so the deficiency can get repaired
- Loss of key will result in a \$30-\$78 charge
- Do not play with the smoke detectors (remove, turn-off, etc)
- Do not play with the fire extinguishers
- Be very cautious when using irons, hot plates, and/or any thing that can start a fire
- Pick up after yourself inside and outside of your assigned rooms
- It is recommended that you do not drive your POV's on the barracks sidewalks
- If you are in room by yourself, always have the room ready (furniture: beds, mattresses, wallockers, etc) for a roommate

BARRACKS OFFICE # _____

AFTER HOURS # 553-1782/1783 OR CELL 535-2395

Work Order #
287-2113

Military Police #
287-4001

Fire Department #
287-3908

Soldier Signature _____

KEY REQUEST

Date: 16 May 06

RP Rep _____

Bldg #: **87012**

Room #: **732**

Number of Keys Requested: **1**

Requested by: **Joseph Truelove**

Unit: **Barracks Manager**

Phone #: **553-1786/1787**

Add to Hand Receipt YES _____ No X _____

Key request X _____ Re-key request _____

REKEY INFORMATION

(Re-key Coordination)

Contact Lock shop – Date: _____
(After customer key picked up)

Name of Locksmith _____

Date/Time Re-key will be done _____

Date/Time Unit contacted _____

ROOM CLEARANCE SHEET

DATE _____ BLDG # _____ RM # _____ UNIT _____

NAME _____ SSN _____

(X)= Replace at soldiers cost

ARMOIRE, TV 2 Dr, 3 Drws	\$445.00	_____
BED, Bunk	\$230.00	_____
MATTRESS, Single, Blue	\$117.50	_____
MATTRESS, Bed, Striped	\$126.00	_____
CHAIR, Desk, 2-position, W/O Arms	\$112.77	_____
CHAIR, Desk, W/O arms	\$130.00	_____
LAMP, Desk/Table	\$ 55.95	_____
CHEST, Bachelor, 3 Drawers	\$195.00	_____
CHEST, 5 Drws, Nat. Oak	\$313.20	_____
NIGHTSTAND, 1 Drw	\$115.00	_____
NIGHTSTAND, 2 Drws	\$125.00	_____
DESK, Computer	\$582.00	_____
DESK, Droplid	\$520.00	_____
DRAPERIES (1 per window)	\$ 75.94	_____
MIRROR, Wall Mount, 24x45", Nat. Oak	\$ 63.72	_____
REFRIG: SUMMIT, 10.2 cu ft, White	\$452.95	_____
OVENS, Microwave, GOLDSTAR, White	\$ 65.00	_____
REFRIG: MICROFRIDGE, White	\$483.00	_____
OVEN, Microwave, MICROFRIDG	\$169.13	_____
OVEN, Microwave, KENMORE, 1.6+cu ft	\$201.65	_____
REFRIG: ABSCOLD, White or Brown	\$223.00	_____
REFRIG: GE, White	\$130.00	_____
REFRIG: SUMMIT, 5.5 cu ft, White	\$298.09	_____
ENT: W/Ref Opening (goes w/small refig.)	\$405.00	_____
WARDROBE, UNIT, Nat. Oak	\$475.00	_____
		Total Cost _____

CLEANLINESS: PASS _____ *FAIL _____

**See Room Cleaning Checklist for items to be cleaned and cost for cleaning*

KEY: Annotate the quantity of re-key replacements in the appropriate cost spaces.

\$30 _____ \$54 _____ \$60 _____ \$78 _____

❖ ***Barracks Management and I agree with the findings above as to the room condition. I have initialed at the close of any statements written and by signing below have turned over my room to the Barracks Management Team.***

❖ ***Authority: Title 5, United States Code, Section 552a***

Principal Purpose: To provide commanders and Barracks officials with information related to Barracks eligibility.

Routine Uses: Your Social Security Number is used as an additional/alternate means of identification to facilitate filing and retrieval.

Disclosure: Disclosure of your Social Security Number is voluntary."

Soldier Signature: _____ Date: _____

Barracks Management: _____ Date: _____

Appendix 8.7 - Briefing Slides

Commander Brief.ppt
NCO Brief.ppt



U.S. Army Garrison, Fort Hood



Centralized Barracks Management

Our Mission - U.S. Army Garrison Fort Hood, a power projection platform, in support of the full spectrum of operations: provides responsible stewardship of resources; provides services and maintains infrastructure; enables training of joint/combined expeditionary forces; mobilizes/demobilizes RC forces; establishes a safe, secure environment; provides for the well-being of the DA Family; fosters relationships with surrounding communities; and sustains/supports Army transformation.

Fort Hood – DoD’s enduring “Great Place” -- the Army’s Premier Installation;

Ready for any mission;

Leading change in the Army;

Committed to the well-being of our DA family.



Centralized Barracks Management



Background

- Centralized Barracks Management (CBM) is the program that transfers the administrative responsibility of the day-to-day operations of the barracks from the assigned units to the garrison staff
- Is in line with the Army's philosophy of having "Soldiers doing Soldier things", and the "garrisons doing garrison things". It removed duties that distract from the combat mission
- CBM operation is analogous to property management/apartment management. Typical tasks include:
 - Assignments/terminations of rooms
 - Key management
 - Property accountability
 - Utilization reporting
 - Access to rooms for maintenance
 - Perform "vacant quarters maintenance"



Centralized Barracks Management



HQDA Policy

- The Secretary of the Army approved a Holistic Barracks Strategy
 - Centralized Barracks Management
 - Focused Sustainment funding
 - HQ/Installation “champions” for barracks
- Anticipate HQDA directive this FY that makes CBM mandatory
- We are the pilot from which the Army policy will be based



Centralized Barracks Management



CBM Goals

- Improve the quality of life for single Soldiers
- Improve barracks utilization rate
- Reduce number of Soldiers needlessly collecting BAH
- Manage vacant barracks spaces during deployments
- Reduce maintenance response time
- Reduce damage to building and furnishings by holding individual Soldiers accountable
- Extend the life of furnishing/renovations
- Act as an extension (*not a replacement*) of the chain of command



Centralized Barracks Management



What CBM offers leaders

- On-site management staff during the duty day (typically walking distance)
- Night crew and On-call for 24x7 operation
- Access to rooms (CBM maintaining key management responsibilities)
 - Health and welfare inspections
 - Maintenance workers
 - Soldier lockouts
- We provide leaders keys to a few rooms for their use for unforeseen circumstances
- Coordinate and track maintenance requests
- Assignment/Termination of rooms



Centralized Barracks Management



Stationing Plans

- III Corps CG directed that we move to the “1+1” barracks standard
- Sufficient space to accommodate 82% of the current barracks requirement at 1+1
- Brigade-level “footprints” assigned so that everyone gets approximately 82% of their requirement
- Assign whole buildings to maintain unit integrity at the brigade-level (13000 spaces)
- Use of 816 “Team Barracks” spaces for cases where we needed to assign only a part of a barracks



Centralized Barracks Management



BAH / Geographical Bachelor (GB) Policy

- BAH is approved by the Garrison Commander (delegated to the Directorate of Public Works)
- Statements of Non-Availability are issued by DPW, Real Property Planning Division (will be CBM in the future)
- E5s (and above) should live off post
- BAH approval based upon 95% occupancy by brigade footprint
- Blanket exceptions to GB policy for redeploying units for 21 days
- Special exceptions for 2 HBCT, 4ID since they will be moving to Fort Carson in a few months



Centralized Barracks Management



History of CBM at Fort Hood

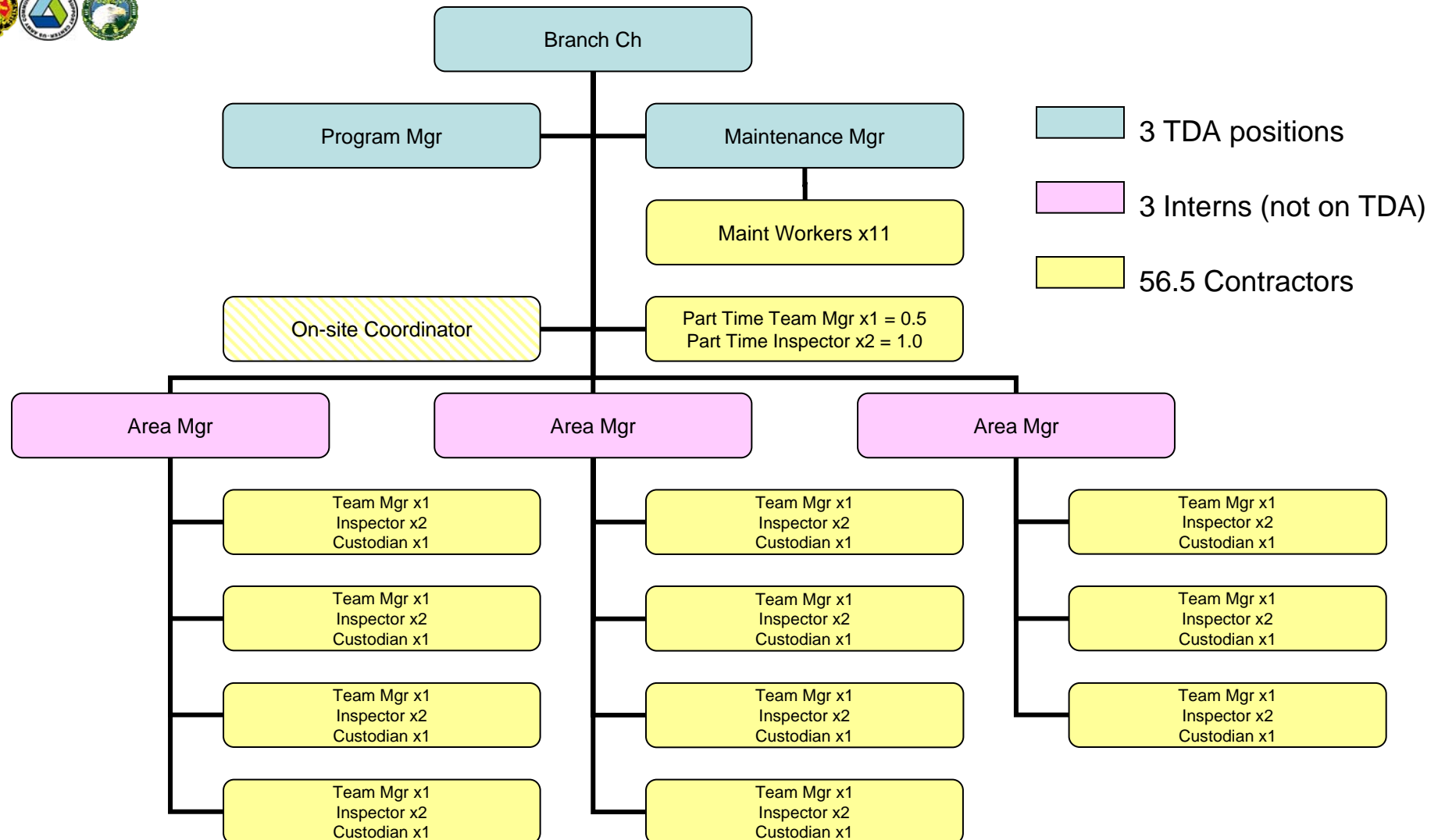
- Oct 2004, ACSIM pilot program, Fort Hood stood up CBM in support of the 4th Infantry Division (4ID) deployment/redeployment
- 1 Civilian and 12 Contract employees managing 6548 spaces
- 24 Sep 2006, ACSIM provided \$2.6m to expand CBM to the rest of Fort Hood
- Awarded a Time and Materials contract through the Dept of Treasury's "FedSource" program
- In the process of expanding to the rest of Fort Hood barracks spaces



Centralized Barracks Management



CBM Organization





Centralized Barracks Management



Current CBM Status

- Civilian staff at 5 (of 6)
 - Currently working to get civilian authorizations for the 3 interns
- Contract staff at 50 (of 56.5)
 - Currently operating 9 (of 11) teams
 - 24 x 7 operation (night crew and call out)
- 80 (of 94) barracks buildings under CBM
 - 10 building are currently being renovated
 - Does not include “MedHold in processing” spaces
 - CBM also manages additional 88 modular buildings
- Approximately 12000 (of 13816) spaces currently under CBM



Centralized Barracks Management

Fort Hood CBM motto:



RACKET

Rooms **A**ssigned **C**lean and **K**ept **E**very **T**ime



U.S. Army Garrison, Fort Hood



Centralized Barracks Management

Our Mission - U.S. Army Garrison Fort Hood, a power projection platform, in support of the full spectrum of operations: provides responsible stewardship of resources; provides services and maintains infrastructure; enables training of joint/combined expeditionary forces; mobilizes/demobilizes RC forces; establishes a safe, secure environment; provides for the well-being of the DA Family; fosters relationships with surrounding communities; and sustains/supports Army transformation.

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Ready for any mission;

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Centralized Barracks Management



FORT HOOD, TEXAS

CENTRALIZED
BARRACKS
MANAGEMENT

Rooms
Assigned
Clean
Kept
Every
Time



Centralized Barracks Management



Agenda

- What is Centralized Management?
- Objective
- Process
- CBM Team Duties
- In-processing Procedures
- Termination Procedures
- Central Clearance
- Deployment Procedures
- Re-Deployment Procedures



Centralized Barracks Management



What is Centralized Barracks Management?

- Centralized Barracks Management (CBM) is a focused Army structure designed to relieve commanders and leaders of the day to day requirement for manning and maintaining Unaccompanied Personnel Housing.
- CBM will relieve Army leaders of the requirement to provide un-programmed manpower (Soldiers) so they can be better prepared to perform their primary mission.
- CBM will provide continuity in the unaccompanied personnel housing arena, continuously provide day to day maintenance supervision, assist leaders in maintaining, as best as possible, unit integrity (at Brigade level or at Battalion level if able), and more importantly positively impact the quality of life of single Soldiers.
- CBM is **not** a replacement for Army leadership in the barracks, but is more importantly an extension of the leadership responsibility to provide for safe, adequate, and healthy living spaces for the Army's warriors.



Centralized Barracks Management



Objective

- Enhance Commanders and Soldiers ability to concentrate on primary missions by focusing Garrison resources on managing barracks.
- Manage and maintain the Army's barracks and provide safe, adequate, and healthy living spaces for the Army's warriors.
- Effective use of facilities and resources.



Centralized Barracks Management



Process

- Transfer management of barracks from unit to the Garrison
- Some Installations currently provide barracks assignment to UPH through a focused effort by either a civilian or military work force, but this practice is not standardized.
- Single Soldiers would in/out-process similar to married Soldiers



Centralized Barracks Management



Duties of CBM Teams

- Perform functions similar to family housing from one central location or multiple sites at larger installations.
- Assign and terminate rooms
- Identify, track and order requirements for maintenance (service orders, between occupancy maintenance.
- Coordinate moving and handling of furnishings with Furniture Management Officer.
- Validate occupancy rates/barracks utilization reports.
- The goal is to maintain unit integrity at Battalion level, and Brigade level as a fall-back plan.
- Increase accountability in collecting for damages beyond non-fair wear and tear.



Centralized Barracks Management



In-Processing

- New soldiers report to CBM Office
- Complete in-processing packet
- Receive small brief and key to room
- Inspect room and return inspection sheet



Centralized Barracks Management



Termination Procedures

- Each soldier who assigned a barracks room is responsible for clearing his/hers room.
- Soldiers' are required to make an appointment 24hrs out with their appropriate CBM Office to schedule a room clearance date/time.
- CBM Office will issue out a Room Cleaning Standards Sheet to those soldiers requesting an appointment (lets the soldier be aware of what is required of them to clean).
- Once the soldiers appointment date/time arrives, a CBM Inspector will escort the soldier to his/hers room and conduct an inspection (inspection covers: cleanliness, damages, and furniture accountability).
- Soldier and CBM Inspector will return back to the appropriate CBM Office.
- CBM Inspector will Terminate the soldier out of the HOMES database and collect room key.
- Termination Order will be given to the out-going soldier as proof of room clearance.



Centralized Barracks Management



Central Clearance

- CBM is responsible for identifying soldiers who will be departing the installation that reside in the barracks controlled by CBM
- CBM will pull reports daily and report back all soldiers who are required to clear a CBM Office.
- If a soldier resides in a barracks controlled by CBM, that soldier will not clear the installation without clearing their appropriate CBM Office.



Centralized Barracks Management



Deployment Procedures

- 72-96 hours in advance of the manifest date the Battalion CSM or representative provides Barracks Management Team with a list of deploying barracks personnel (if able, the sooner the better).
- NLT 24 hours prior to manifest the Barracks management team will work with the Battalion CSM a timeline for room inspections
- On the day of deployment the Battalion CSM or representative will ensure Soldier is present to clear room IAW scheduled timeline

**** Note: Soldier must be present, substitutes and Power of Attorney's will not be accepted**



Centralized Barracks Management



Deployment Procedures Cont.

- The Battalion CSM or representative is responsible for having deploying soldiers prepared for room out-processing and present at room IAW published timeline.
- Expected clearing time per Soldier is 5 min +/- (if the procedures are followed correctly, less time will occur for each soldier).
- The Barracks Inspectors will identify and annotate deficiencies on the clearing document. At completion of inspection, the Soldier will turn-in their key and will be given a “cleared document” for their room.
- Soldiers will NOT be held up for any deficiencies found in their rooms. Any deficiencies found in the rooms will be documented, signed by both Soldier & Barracks Management Team, and then passed on to the Units “Rear Detachment”.
- A DD Form 139 (Pay Adjustment Authorization) will be prepared by the Barracks Management Team the next working day. A signed copy of the soldiers Room Clearance Sheet will be attached to the DD 139 and kept on file in the appropriate CBM Office. The Barracks Management Team will submit another copy of the DD 139 to Finance for collection.
- Deployment is a 24 hour operation; the Barracks Management Team will support ANY and ALL hours during this operation.
- AWOL/failure to clear. The unit Rear Detachment will be responsible for the inventory, banding, cable & phone disconnection, and removal of the Soldiers’ personal property from the room. The Rear Detachment must coordinate with the Barracks Managers to inspect/inventory the room within 5 working days of the Soldiers’ absence/deployment date. The Barracks Manager will prepare DD 139 for any charges/damages incurred and forward to Finance for collection.



Centralized Barracks Management



Re-Deployment Procedures

- The Brigades/Battalions Rear Detachment Leaders must coordinate with the CBM Teams with a list of the soldiers re-deploying back from overseas.
- Upon the soldiers arrival to the CBM Team the following will occur:
 - a. Soldiers will be given a short briefing.
 - b. The soldiers in each Battalion will be given the opportunity to decide who their roommate will be (ONLY the soldiers currently on-ground at the time).
 - c. The soldiers will be escorted up to their assigned room.
 - d. The soldiers will have documents on the beds, each document must be filled out properly- Application, Liability for Damages, & prewritten DA 2062.
 - e. Each soldier must take the filled out documents to the CBM Representatives designated area (a dayroom in each building will be a designated area where the documents will be turned-in too).

At this time, paperwork will be collected and the soldiers will be issued out their assigned room key.

- The CBM Teams will accommodate any and all flight times bringing soldiers back to Ft. Hood from overseas.

Appendix 8.8 – Self Help Repair Items

The items that were previously considered “self help” are now the responsibility of the CBM in-house maintenance staff.

CBM “self help”

- change outlet/switch covers
- wall repair (holes)
- repair/replace ceiling fans
- replace towel bar, toothbrush holder, soap dish, toilet paper holder
- repair vanity doors
- replace toilet seats
- minor tile work/re-caulking
- repair/replace faucets and showerheads
- replace thermostat
- repair/unstop toilet
- replace light bulbs/ballasts
- repair door knobs, door sweeps, thresholds, weather striping, door stops
- repair window locks
- replace blinds
- replace mirrors

CBM “other tasks”

- board up broken windows
- install/replace peep holes
- minor mildew remediation
- repair/replace outside exit lights
- replace outside fire extinguishers

Maintenance Div

- window replacement
- door replacement
- toilet/shower replacement
- repair/replace locks
- smoke/fire alarms
- plus the obvious things such as A/C, Heat, roof leaks, etc